

POSITION: Lead Tenant Volunteer (Live-In Role)
REPORTS TO: Senior Worker - Community Integration and Accommodation Options
DATE UPDATED: January 2021

ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a diverse community support organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

JOB CONTEXT

The Lead Tenant program is a supported accommodation program that is part of the Community Integration Accommodation and Options (CIAO) team at Melbourne City Mission (MCM).

The aim of the program is to provide young people, aged 15-18 years old and unable to live with family or friends, the opportunity to develop essential independent living skills in a safe, stable and supported environment.

BENEFITS

- To be a positive role model to young people *living with you in an MCM house*
- A chance to gain practical experiences in the youth community service sector that may contribute towards future job applications and relevant education study units
- Ongoing supervision and professional development training
- Every young person referred to the lead tenant program has designated case workers who provide support with accommodation, advocacy, education and training
- Lead Tenants are not required to pay rent or utilities
- Lead Tenants are encouraged to be studying or working and to have a social life outside of the house.

JOB OBJECTIVES

Duties of this role may include but are not limited to the following:

- To reside in a household with young people who may present with challenging behaviours and complex issues.

- To assist in developing interpersonal skills, healthier relationships and lifestyle choices through positive reinforcement of acceptable and pro-social behaviours.
- To model proper management of daily routines and commitments including the sharing of household tasks to develop their skill sets and sense of responsibility in household maintenance.
- To be a responsible and supportive adult rather than an authority or parental figure.
- To liaise regularly with the CIAO staff on issues affecting the residents or household, including reporting maintenance issues to the Senior Worker.
- To contact the On-Call worker in the case of emergency after regular business hours.
- To act in the best interests of the young people.
- The Lead Tenant position is not a paid position. The opportunity to contribute to a young person's life and financial incentives can make the role of Lead Tenant appealing and rewarding. It is important that prospective Lead Tenants be motivated by the desire to work with young people rather than, primarily, by access to subsidised housing.

DESIRABLE SKILLS AND EXPERIENCE

- A basic understanding of adolescent safety, stages of development, and patterns of behaviour.
- The ability to build a strong rapport with the young people and engage with them consistently utilizing strength-based approaches.
- Respect and maintain the confidentiality and privacy of the young people and other Lead Tenants.
- Communicate effectively with allocated Case Workers, Senior Worker, Team Leader, and young people in a timely and appropriate manner.
- We recruit lead tenant volunteers from all walks of life ranging from working professionals to tertiary students with the requirement that they are eager to make a difference in young people's lives.
- Driver's licence and First Aid certification
- Knowledge and experience working with people with trauma histories, mental health symptoms, disabilities, and other complexities.

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Workplace Health & Safety:

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees, volunteer, and clients and adheres to Occupational Health & Safety regulations as an employer.

As a volunteer, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

Client Wellbeing and Safety:

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees and volunteers are required to comply with the Child Safe Standards.

COMPLIANCE

As a volunteer, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- Satisfactory completion of safety screening including a current Working with Children check, National Police check, International Police check (if required), and the right to work in Australia.

OUR VALUES

Employees and volunteers are expected to commit to and demonstrate MCM's values:

Together	We are inclusive and accepting of difference.
	We work in highly effective teams and our people are connected across our organisation.
	We engage proactively with others to deliver outcomes.
Courageous	We speak up constructively in line with our convictions.
	We pursue our goals with determination.
	We are passionate about our advocacy role.
Curious	We are inquisitive and ask why.
	We challenge the status quo.
	We actively explore the alternatives.
Open	We are transparent and have genuine, honest interactions.
	We listen and hear people's voices.
	We value and respect the autonomy of clients.
	We trust one another.
Accountable	We act safely in all our interactions.
	We manage within our financial and resource boundaries.
	We own our outcomes and decisions.
	We are proud of the work that we do.

HOW TO APPLY

Applications should include a current resume and cover letter outlining your motivation to apply for this ongoing position.

We reserve the right to interview and appoint prior to the closing date.

For more details or if you have any issues with the application please email: recruitment@mcm.org.au