

MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) (MIC)

POSITION DESCRIPTION

Position:	Youth Settlement Worker (0.8FTE – part time)
Employer:	Migrant Information Centre (Eastern Melbourne) (MIC)
Reports to:	Team Leader Youth/ Parenting and Childrens Program
Location:	Suite 2, 27 Bank Street, Box Hill 3128
Contact person:	Michal Cohen (Manager Client Support Services/ SETS)
Closing Date:	4 September 2025

SUMMARY OF POSITION

The Migrant Information Centre (MIC) are looking for **Bilingual CALD Youth Settlement Worker** in the Eastern region of Melbourne as part of the Settlement Engagement and Transition Service (SETS) Program team. This role provides capacity building and support for young people from refugee and family stream migrant backgrounds who have recently settled in Australia. The position includes casework with young people aged 12 to 25 years, outreach to emerging community groups /local secondary schools, development and facilitation of group programs to support the needs of young people. The Worker will focus on enhancing youth engagement, promoting social inclusion, reducing the risk of anti-social behaviour, and supporting cultural integration.

BACKGROUND

Migrant Information Centre (Eastern Melbourne) provides support to people from culturally and linguistically diverse backgrounds residing in the eastern suburbs of Melbourne. The region covers the Local Government Areas of Boroondara, Whitehorse, Manningham, Maroondah, Knox, Yarra Ranges and Monash.

The centre's objectives include:

- Provide poverty support and emergency relief programs to migrant families and individuals suffering financial crisis, destitution, misfortune, helplessness and sickness

- Deliver post arrival services relevant to new migrants and refugees in the Eastern Melbourne Region (the region) to ensure effective local settlement and orientation
- Enhance direct provision of settlement services to migrants in the region
- Provide a primary focus for settlement planning, coordination and delivery in the region, with the objective of ensuring effective and culturally sensitive service provision to migrants by mainstream agencies
- Enhance existing links with and between a range of service providing agencies in the region
- Identify service gaps in relation to migrants by mainstream agencies and to provide advice and assistance to address barriers within these services
- Assess duplication of service within all areas of migrant settlement and to facilitate an effective network grid for the minimisation of duplicate services
- Investigate technology-based solutions for the provision of information on services available within the region to the wider community

Migrant Information Centre (Eastern Melbourne) (MIC) has a strong commitment to ensuring that all children and young people accessing the MIC are safe, listened to and protected and that all Child Safe Standards are reflected in our day-to-day work practices.

KEY RESPONSIBILITIES:

- **Case Work and Advocacy:**
 - Provide culturally appropriate case management and support to young people including needs assessment, goal setting, and referral services.
 - Develop and implement case plans focused on empowering young people to achieve sustainable settlement outcomes.
 - Advocate for the needs and rights of young people within the broader community, engaging with schools, community services, and local governments to ensure their voices are heard.
- **Program Development, Delivery, and Collaboration:**
 - Design, implement, and facilitate innovative programs that address the needs and issues raised for young people that enhance settlement knowledge, skills, and connections.
 - Work in partnership with mainstream services, youth services, schools, local councils, and other community organizations to ensure comprehensive, coordinated support for youth.
 - Foster community participation through the development of outreach programs and activities.
- **Youth Consultation and Support:**
 - Conduct individual and group consultations with young people from refugee and migrant backgrounds to identify their needs, challenges, and aspirations.
 - Provide direct, culturally sensitive support to young people, helping them address settlement issues, cultural integration, and personal development.

- Offer mentorship and guidance to empower youth to navigate their new environment in Australia.
- **Engagement and Prevention:**
 - Organize group activities, workshops, and events that promote leadership, cultural understanding, and life skills development.
 - Create a safe and inclusive environment for young people to express themselves and connect with others in their community.
 - Collaborate with bicultural workers to engage parents and community members, ensuring their involvement in supporting their children's settlement and engagement.
- **Stakeholder Engagement and Strategic Projects:**
 - Participate in stakeholder and youth advisory networks, contributing to strategic planning, community development initiatives, and the evaluation of programs.
 - Collaborate with local schools, youth services, councils, and peak bodies to strengthen support systems for youth.
 - Contribute to the planning, delivery, and evaluation of strategic projects aimed at improving settlement outcomes for young people.
 - Support student placements in the youth work or community services field, offering mentorship and guidance.
- **Risk, Quality and Compliance Reporting:**
 - Manage, mitigate and develop strategies to minimise risk.
 - Support quality management systems and ensure all data and reporting requirements are met as directed by the manager.
 - Maintain accurate and confidential client records in line with organizational policies and funding requirements.
 - Collect and report data to ensure compliance with program KPIs and funding agreements.
 - Participate in program evaluations and contribute to service improvements.

KEY SELECTION CRITERIA:

Essential:

- **Qualifications:**
 - Tertiary qualifications/Diploma in Social Work, Youth Work, or a related field.
 - A current Victorian Driver's License.
- **Experience:**
 - Minimum of 2 years' experience in youth work, community development, or a related field, ideally working with young people from refugee and migrant backgrounds.

- Demonstrated experience in casework management with young people
 - Proven experience in planning development and facilitating group activities with young people.
 - Demonstrated understanding of settlement challenges and the needs of newly arrived communities.
 - Demonstrated understanding of community engagement
 - Experience in collaborating with a range of stakeholders, including schools, local councils, youth services, and community organizations.
- **Skills and Knowledge:**
 - Strong understanding of the challenges faced by young refugees and migrants during their settlement process.
 - Excellent interpersonal, networking, and negotiation skills, with the ability to engage youth, parents, schools, and the broader community.
 - Ability to develop and deliver culturally appropriate programs that engage young people and promote positive settlement outcomes.
 - Strong communication skills, including the ability to effectively use interpreters when necessary.
 - Competence in using databases and maintaining accurate client records.
- **Personal Attributes:**
 - Empathy and patience, with the ability to build rapport and trust with young people from diverse cultural backgrounds.
 - A proactive, creative, and solutions-focused approach to engaging young people.
 - A commitment to social justice, inclusion, and youth empowerment.
 - A strong customer service focus and the ability to adapt to the needs of different communities.
 - Ability to work independently and as part of a team, with strong organizational and time management skills.

Desirable:

- Candidates who can speak Persian/Afghani/Hindi/ Punjabi or Urdu will be given preference and have demonstrated strong links to the relevant community groups.
- Completion of MARAM training and/or an understanding of the MARAM framework, including Family Violence and Child Safety Information Sharing Schemes
- Knowledge of services in the Eastern Region of Melbourne
- Lived experience as a migrant, refugee or person from a culturally and linguistically diverse (CALD) background.

Additional Information:

- This is a part-time position based in the Eastern Melbourne region. (4 days a week working from Monday to Thursday)
- There will be occasional travel within the region to deliver programs to community groups. A valid driver's license is required.

- Occasional evening or weekend work may be required to meet the needs of young people and the community.
- A valid Working with Children Check and police check are required.

How to Apply:

Please submit your resume along with a cover letter addressing the key selection criteria and apply via Ethical Jobs Platform

Position dimensions

- The position reports to the Team Leader Youth/ Parenting and Childrens Program
- Work in co-operation with staff and volunteers of the Migrant Information Centre (Eastern Melbourne)
- Manage and effectively implement project objectives as stated in the agreement between Migrant Information Centre (Eastern Melbourne) and the Department of Home Affairs