

POSITION TITLE:	Multicultural Youth Worker – Navigator		
REPORTS TO:	Team Leader – Youth Support		
POSITION CLASSIFICATION:	Fixed Term, Part Time		
AWARD/CERTIFIED AGREEMENT	Social, Community, Home care and Disabilities Award 2010 and CMY Collective Agreement 2015-2018 or any replacement agreement.		
PRIMARY WORK LOCATION:	Dandenong Travel to other CMY offices and off-site locations may be required	APPROVED BY:	Bec Lean
SALARY:	SCHADS Level 4 plus: <ul style="list-style-type: none"> • Access to salary packaging • Superannuation paid as per the <u>Super Guarantee</u> • Annual leave loading • Generous entitlements including cultural leave options and flexible work arrangements 	LAST UPDATED:	April 2026

About CMY

The Centre for Multicultural Youth (CMY) is a non-profit organisation based in Victoria and has been shaping culture alongside multicultural young people and communities since 1988. Our purpose is to create a society where multicultural young people live a life where they are connected and can fully reach their potential.

CMY works to address systemic barriers that impact multicultural young people by:

- Advocating for social change, challenging inequities and barriers that multicultural young people face.
- Delivering support services and programs to young people and families.
- Connecting and creating innovative opportunities for multicultural young people.
- Amplifying the voices and experience of multicultural young people to shift narratives and influence systems.
- Influencing government and policy makers with evidence-based information and lived experience.
- Developing the knowledge, confidence and skills of other organisations, businesses and government.
- Researching current issues affecting multicultural young people to inform what we do.

Our work is youth-informed, strengths-based, and grounded in diversity, inclusion and anti-racism. At CMY, we all play a part in shaping systems, attitudes and behaviours that create the society we all deserve. Find out more: cmy.net.au/about-us

About the Program Area

The Navigator program seeks to support high school aged young people, 12-17 who have disengaged from mainstream education, with attendance of 30% or less. The program is delivered utilising a strengths-based and relationship building model, provides case management, restorative practices and assertive outreach working in collaboration with other key agencies, including schools. The program is delivered in the cities of Greater Dandenong, Casey and Cardinia. The Navigator program is funded by the Department of Education and is a partnership between 4 organisations – CMY,

Windana and South East Community Links provide case management and specialist services with the South East Local Learning and Employment Network (SELLEN) as the consortium leader.

POSITION SUMMARY:

This position will provide individualised support and case management services to young people aged 12-17 years of age who have disengaged from education. Services and supports will include undertaking assessments, development and implementation of re-engagement plans, family and referral and outreach work. Through the services provided, the worker will assist young people to remain in education or to reconnect back into education and training.

JOB RESPONSIBILITIES:

- Undertake assessments, develop, implement and review re-engagement plans to overcome barriers to re-engagement to education.
- Provide tailored support, case management and assertive outreach services to young people referred into the program by the Department of Education and Training (DET).
- Provide young people with referrals that link them to community, cultural and service networks to support their educational, economic, housing and health and developmental needs.
- Where appropriate, engage with the families of young people and work in the context of their family and home-life, providing support to the family as a whole to assist young people to remain engaged in education and training.
- Foster strong and positive relationships with schools and work in close collaboration with schools, Department of Education and Training, other government departments and local services to assist young people in maintaining their engagement in education and provide a continuum of support.
- Develop and maintain appropriate networks, resources and relationships with key organisations and services including education, community and cultural groups.
- Where necessary and appropriate, broker practical help and support from within and outside the program to support young people with their engagement in education, training, community and workforce participation.
- Participate in the monitoring of cases via supervision and team meetings.
- Maintain appropriate files, records and data as per program, contractual and organisational requirements.
- Attend meetings and forums as required.
- Comply with all relevant legislation.

KEY SELECTION CRITERIA:

1. An understanding of adolescent development and knowledge of the factors that can contribute to a young person's disengagement from education and learning.
2. Knowledge and experience in appropriate interventions/skills required to support young people and families from vulnerable, culturally diverse and marginalised communities and a clear understanding of case management, intensive support, crisis intervention and assertive outreach.
3. Capacity to work with a high degree of cultural competency and understanding of culturally appropriate service delivery in relation to Aboriginal young people, their families and communities, and in relation to CALD young people, their families and communities.
4. Experience working with families and ability to use a range of strategies around family issues such as family violence, family breakdown and school withdrawal.

Excellent written and verbal communication skills, including the capacity to liaise with a range of government and non-government stakeholders.

QUALIFICATION REQUIREMENTS:

- Tertiary qualifications in youth, community, social work and/or education sectors

ROLE REQUIREMENTS:

Mandatory Requirements:

All CMY staff must meet the following core employment requirements:

- **Pre-employment checks:** Satisfactory Police Record Check, Working with Children Check, and verification of the right to work in Australia.
- **Health and safety:** Compliance with Occupational Health & Safety (OH&S) policies and a demonstrated commitment to workplace safety for self and others.
- **Conduct and values:** Commitment to CMY's values of Participation, Diversity and Human Rights, and adherence to CMY's Code of Conduct, policies, and procedures.
- **Workplace expectations:**
 - Capacity to work flexible hours (including evenings and occasional weekends)
 - A current driver's licence, as this role requires a capacity to travel throughout Victoria, including occasional overnight stays.
- **Training and development:** Completion of the following mandatory training modules upon commencement and at regular intervals as required:
 - CMY Organisational Induction
 - Culturally Responsive Practice
 - Child Safety Training
 - Building Aboriginal Cultural Competency
 - Introduction to Family Violence
 - MARAM (Multi-Agency Risk Assessment and Management) Training (as relevant to role)

Note: Mandatory training is reviewed regularly and may change to reflect organisational and sector needs.

General Requirements:

- Contribute to 'OneCMY' culture through connecting, collaborating and culture shaping;
- Perform other duties as directed, consistent with organisational strategy and priorities.

ADDITIONAL INFORMATION:

- CMY is a Child Safe organisation and an Equal Opportunity Employer. All staff are subject to child safety screening and assessment as part of the recruitment process, including referee checks.
- CMY roles operate within a hybrid working environment, with flexible work arrangements that may be negotiated based on team and organisational needs.
- Please see [Guidelines for applying for a Job at CMY](#)

CMY STRATEGIC OBJECTIVES:

- **MY Community**
Young people are connected, belong and contribute to their families and the community.
- **MY Journey**
Young people are empowered to access opportunities and actively shape their own futures.
- **MY Voice**
Young people are understood, accurately represented and influential.
- **MY CMY**
CMY is a strong partner and recognised leader in working with diverse young people.

I have read, understood and approve the above position description:

Executive/Senior
Manager Name

Executive/Senior
Manager Signature

Date

I have read, understood and accept the above position description:

Employee Name

Employee Signature Date / /