

## Position Description

Position title	Settlement Youth Worker
Reports to	Youth Empowerment Projects Leader
Direct report/s	Volunteers, Students and sessional facilitators (as applicable)
Date	June 2026

### Position Purpose

MiCare is a non-profit providing services to people from a range of diverse backgrounds in the areas of aged care, home care, retirement living and migrant services. Our mission is to enable people from diverse communities to have dignified, and meaningful lives.

This position description is not prescriptive in nature. It outlines, in a generic sense, the qualities required for the Settlement Youth Worker. It is expected that the employee will be skilful in the current knowledge and practice of all aspects of day to day tasks associated with the position. This position requires a motivated experienced person, who is flexible and has strong interpersonal skills that foster a collaborative approach to quality service delivery.

The primary objective of the position is to equip and empower young migrants and refugees from new and emerging communities (and their families as appropriate) to address their identified settlement needs in order to improve their social participation, economic well-being, independence, personal well-being and community connectedness more broadly. The Settlement Youth Worker is responsible for actively engaging youth to participate in programs led by MiCare and partner organisations, as well as, strengthening and fostering leaderships skills of emerging and existing youth leaders. The position operates within MiCare's Migrant Services Team.

### Key Result Areas

#### 1. Youth Engagement & Empowerment

Actively engaging refugee and migrant youth to participate in MiCare programs and activities which respond to identified settlement needs.

#### 2. Program Design, Delivery & Coordination

Co-design, implement and facilitate youth-focused activities which respond to settlement needs and improve this social participation, economic wellbeing, independence, wellbeing and community connectedness.

#### 3. Case Work & Client Support

Provide case work and client support to young people and or their families as required.

#### 4. Partnerships & Community Development

Actively engaging young people to participate in programs led by MiCare and partner organisations, as well as strengthening and fostering relationships for community development activities.

## 5. Compliance, Safe Guarding & Risk Management

Ensure all activities are delivered in line with MiCare's child safety, safeguarding, and OH&S requirements.

## 6. Reporting, Evaluation & Continuous Improvement

Maintain accurate attendance records, contribute to monitoring and evaluation processes, and assist with reporting on outcomes.

## Responsibilities

### 1. Youth Engagement & Empowerment

- Actively engage young migrants and refugees in programs that build **confidence, leadership, and independence**
- Facilitate participation in activities that enhance **social, economic, and community outcomes**
- Support the development of **emerging youth leaders** and peer networks

### 2. Program Design, Delivery & Coordination

- Plan, co-design and deliver **responsive youth programs and group activities** (e.g. education support, camps, community programs)
- Coordinate programs across **schools, community settings, and partner organisations**
- Ensure programs are **culturally appropriate, inclusive, and needs-based**.

### 3. Case Work & Client Support

- Provide **low–medium intensity case work** aligned with settlement outcomes frameworks
- Support young people and families to address **priority needs (education, wellbeing, participation)**
- Deliver services using **trauma-informed and culturally sensitive approaches**.

### 4. Partnership & Community Development

- Build and maintain **strong relationships with community groups, schools, and service providers**
- Collaborate with stakeholders to improve **referral pathways, coordination, and local service integration**
- Engage in **community consultations and co-design processes**

### 5. Compliance, Safeguarding & Risk Management

- Apply **child safety, mandatory reporting, and safeguarding frameworks** (e.g. MARAM, FVISS, CISS)
- Ensure all work complies with **legislation, policy, and privacy requirements**

- Identify and report **risks, incidents, and hazards** appropriately.pdf)

## 6. Reporting, Evaluation & Continuous Improvement

- Maintain **accurate client records and program data** in line with funding and compliance requirements
- Contribute to **program evaluation, reporting, and continuous improvement**
- Track outcomes to ensure services remain **effective and responsive**.
- Support **budget monitoring and financial tracking** for programs/projects

## Key Selection Criteria

### Qualifications

- Appropriate Tertiary diploma/certificate qualification in Community Services/Case Management/Youth work or other relevant qualifications, and/or equivalent demonstrated experience.

### Knowledge

- Understanding of, and commitment to, the needs of newly arrived of migrant and refugee youth and their families, especially those from new and emerging communities.
- Familiarity of systemic and structural barriers that new and emerging communities can face in Australia and possible approaches for overcoming these, with regards to the areas of economic, social, and civic participation.
- Knowledge of policies and referral protocols relating to settlement services; specialist operating knowledge/experience in area of youth services or other related service area.
- Basic understanding of current Commonwealth and State policies related to immigration, settlement, income support, Child Safe Standards, MARAM Framework and Information Sharing Schemes, and other relevant social policies with demonstrated ability to respond flexibly to changing policy and program needs.

### Skills

- Experience in working with young people, and their families, from culturally and linguistically diverse backgrounds.
- Ability to build trusting relationships with young people from culturally and linguistically diverse and refugee backgrounds.
- Knowledge of youth referral networks and resources.
- Experience in the delivery of high-quality casework services and an ability to advocate proactively for better outcomes.
- Skills/Experience in delivering innovative community development initiatives to engage youth in areas such as music, sports and leisure, creative arts & design or other cultural development or skill development programs.
- Good verbal communication skills, interpersonal abilities, and relationship-building skills, with a focus on developing trust and positive connections with community members and stakeholders.

- Strong administrative and organizational skills, including managing participant registrations, maintaining accurate records, and coordinating communication with community members.
- Ability to provide guidance and support to students, volunteers and project workers.
- Experience in assisting with grant management, reporting, and project documentation, including gathering relevant information, data collection, and contributing to evaluation processes.
- The ability to work in a culturally sensitive and trauma informed manner within an ethno-specific environment.
- Proficiency in using basic computer applications, including Microsoft Office and online communication platforms, to support program delivery and communication.

### **Personal Attributes**

- A preparedness to work to the 10 principles of the Eden Alternative philosophy
- A genuine commitment to MiCare's values including access and equity principles, multiculturalism and the values of respect, equality, and integrity.
- Self-motivated with a flexible, caring, positive, professional and patient attitude.
- Ability to effectively manage time.
- Ability to work both independently and collaboratively within a team environment, demonstrating flexibility and a supportive approach to working with others.

### **Desirable Requirements**

- Lived experience of migration, and resettlement, and/or capacity to speak a relevant community language.

### **Essential Conditions**

- National Police Check, Working With Children Check must be attained.
- The role will primarily be located at Werribee, however it is expected that the worker will work at other sites/locations within the region to fulfil operational requirements.
- Current driver's licence.

***This position description is not intended to be all-inclusive. This role may perform other related duties as required to meet the ongoing needs of the service and/or organisation.***

### **Statement of Commitment**

MiCare is committed to safeguarding, protecting and promoting the health and wellbeing of all its people of all ages at all times. This includes Elders, children and women. We are committed to the cultural safety of all peoples from Aboriginal and Torres Strait Islands; from culturally and/or linguistically diverse backgrounds; who live with a disability; and who identify with a sexual and or gender minority identity. Our safeguarding practice aligns and complies with statutory responsibilities, government guidance and with best practice.

## Ongoing Education and Development

It is expected that all MiCare staff will keep their knowledge up to date; to enhance personal skills, comply with contemporary practices, legal responsibilities, departmental requirements and the knowledge to perform the duties effectively.

## Conduct

It is expected that all MiCare staff will conduct themselves inline with MiCare Values and the Code of Conduct, attend and participate in staff meetings, and be involved in promoting harmonious work relations with all other employees. As all staff impact on the quality of care provided to the Clients, it is essential that each member of staff demonstrates willingness and an ability to work as a member of the team.

## Safety and Wellbeing

All employees must complete a pre-employment health declaration. During your employment, it is expected that all employees will take reasonable care not to place at risk the health and safety of anyone in the workplace. As well as ensure effective implementation and monitoring of work health and safety policies and guidelines. MiCare strongly recommends staff remain up to date with COVID-19 vaccinations.

- MiCare strongly recommends staff receive the annual influenza vaccination. MiCare provides access to flu clinics and reimbursement options.
- MiCare maintains a smoke-free and fragrance-free environment across all worksites.