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|------------------------|----------------------------------------------------------------------------|
| <b>POSITION:</b>       | Youth Worker – Youth Housing First (fixed term)                            |
| <b>CLASSIFICATION:</b> | Social, Community, Homecare and Disability Services (SCHADS) Award Level 4 |
| <b>REPORTS TO:</b>     | Team Leader – Youth Housing First                                          |
| <b>DATE UPDATED:</b>   | June 2026                                                                  |

## ORGANISATIONAL ENVIRONMENT

MCM is a leading community support organisation working alongside Victorian communities, families, and individuals to live the life they aspire to, their way, providing a broad range of support in homelessness, disability, palliative care, youth housing, community services, family violence, education and inclusive employment service areas. MCM is a leading provider of specialist services for young people experiencing homelessness, providing wraparound support so they can transition to autonomy and their positive pathways of choice.

MCM, comprising MCM Services, Hester Hornbrook Academy, MCM Housing and Quantum Support Services work together to disrupt disadvantage and create positive change for Victoria's most vulnerable people.

## DIVERSITY, EQUITY OF ACCESS, AND INCLUSION

MCM is committed to inclusion, equity of access and diversity. We know that diversity helps us to innovate and make the biggest impact possible. Our DEI Strategy On for Inclusion supports and drives an inclusive workplace culture. We recognise that many people continue to face systemic barriers within an employment context, particularly those from First Nations, culturally and linguistically diverse, disability and LGBTIQ+ communities. We are committed to inclusivity and want to continue to learn from and grow our diverse workplace culture. This includes supporting your individual employment needs wherever reasonably possible.

## POSITION CONTEXT

The Youth Worker is a fixed-term role within the Youth Housing First program. Working as part of a multidisciplinary team, the Youth Worker provides high-quality, intensive, goal-focused case management and assertive outreach support to young people transitioning from care. The role supports young people to achieve housing stability, strengthen community connections, and work towards their personal goals. All service delivery is guided by MCM's Healing Oriented Framework and trauma-informed practice.

## POSITION PURPOSE

MCM's Youth Housing First (Young People Leaving Care Housing First) program provides housing, tenancy support and personalised case management to eligible young people leaving care and other identified settings. The program is delivered across Melbourne's South-East region in partnership with Quantum Support Services and Junction Support Services.

The program aims to:

- Support young people to access and maintain safe, stable housing.
- Assist young people to achieve goals related to independent living, health and wellbeing, education, employment and community participation.
- Strengthen social, cultural, community and family connections where appropriate.
- Reduce the risk of homelessness and involvement with the justice system.

The Youth Worker provides flexible, individualised support that responds to the changing needs of each young person throughout their time in the program. Using Advantaged Thinking, Housing First, Sustaining Tenancies and Healing-Informed approaches, the role supports young people to build skills, strengthen relationships and sustain long-term housing outcomes. Young people are also encouraged to contribute their lived experience to service development and continuous improvement activities.

## POSITION DUTIES AND RESPONSIBILITIES

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

### Direct Support

- Effectively manage work with a dedicated number of young people and develop advanced goal directed case planning and crisis interventions underpinned by Advantaged Thinking to meet the needs of Young People presenting with multiple needs, including risk assessments and safety plans.
- Assist Young People with multiple support needs to firstly access allocated program housing and at transition access ongoing accommodation options, particularly supported accommodation, family reconciliation, private rental, shared housing and social or transitional housing in accordance with the case plan.
- Use a sustaining tenancies practice approach to assist young people to establish a new tenancy, settle well into new housing, intervene/prevent ongoing tenancy issues, manage a tenancy long term, and as required, end a tenancy on the best positive note.
- Facilitate access to relevant specialist support services, including health, mental health, AOD and therapeutic interventions and where appropriate, external services in accordance with the case plan.

### Reporting and Learning

- Deliver high quality intake, assessment and referral processes.
- Participate in meetings, debriefing, supervision, training, and forums. This may involve flexibility to attend outside usual working hours, as agreed with the Team Leader.
- Maintain accurate files, case notes and databases using relevant platforms and systems in a timely manner.

## Collaboration

- Maintain up to date knowledge of MCM's programs and relevant external service providers to ensure an integrated service response to people.
- Implement care plan meetings and participate in service coordination.
- Utilise secondary consultation as required to support the needs of young people.

## Generic and Compliance Responsibilities

- Work as a constructive team member, including building and maintaining positive interpersonal relationships.
- Apply the Organisational Commitments and Requirements (detailed below), including Child Safety and Safety of Vulnerable People, Workplace Health and Safety, Operational Accountability, Diversity, Equity of Access and Inclusion, and Position Description Maintenance.
- If approved to work from home, comply with all the requirements in the MCM Working from Home Workstation Self-assessment Checklist.
- Demonstrate MCM's Values (detailed below).
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, relevant service standards, and MCM's Code of Conduct and MCM's Values.
- Comply with all aspects of MCM's Cybersecurity strategy and associated procedures, guidelines and required professional standards and practices.
- Comply with MCM's Employment Safety Screening Procedure.
- Perform other duties and responsibilities within the scope of the employee's skills, competence and training as directed by a person in any more senior role within MCM.

## KEY SELECTION CRITERIA

### Essential Criteria

- Bachelor's qualification in social work/community work or another related field.
- Demonstrated experience providing case management and support planning for young people with complex support needs.
- Understanding of mobile, street based and assertive outreach support and interventions.
- Knowledge of / experience in Advantaged Thinking, Housing First, Sustaining Tenancies principles and practice.
- Provide tailored and appropriate responses to people who are from culturally and linguistically diverse backgrounds
- Regular travel between North Fitzroy (Primary team site) and other MCM sites across the SE region is required.
- Strong planning, report-writing and stakeholder engagement skills, including the ability to coordinate and follow up actions with internal and external stakeholders.
- Capacity to work effectively both independently and as part of a team, demonstrate accountability and willingness to take direction. Including ability to work in an integrated way with partner agencies.

### Essential Safety Screening Requirements:

- Proof of Identity Check
- National Police check
- International Police check

- Current Victorian Working with Children Check (Employee)
- NDIS Worker Screening Check and Clearance Certificate
- Other Professional Registration (e.g. SPA, OT, etc.)
- Current Victorian Drivers Licence
- Right to work in Australia

#### Desirable:

- An extensive understanding of the homelessness service system with knowledge of patterns, trends, systemic issues and best practice principles when working with people experiencing homelessness.
- Computer literacy, including proficiency in Microsoft Office and client databases.
- A well-developed understanding of the Victorian Child Safe Standards

### POSITION AUTHORITIES

#### Number of Reports

| Direct Reports:        |     |      |  | Indirect Reports       |     |      |  |
|------------------------|-----|------|--|------------------------|-----|------|--|
| Number:                | NIL | FTE: |  | Number:                | NIL | FTE: |  |
| List Teams / Positions |     |      |  | List Teams / Positions |     |      |  |

#### Expenditure

|            |                                 |          |                                 |
|------------|---------------------------------|----------|---------------------------------|
| Operating: | As per delegations of authority | Capital: | As per delegations of authority |
|------------|---------------------------------|----------|---------------------------------|

#### Other Authorities

Not Applicable

#### Supervision or Direction Required

This role will be provided regular supervision and general direction by the Youth Housing First Team Leader

#### Planning

The employee will be required to:

- Manage their own time in collaboration with Youth Housing First line management
- Establish their own goals and objectives subject to approval

#### Freedom to Act

The employee will have the authority to:

- Apply knowledge, experience and training where policy and procedures are limited.

#### Assistance to Higher Level

The employee may be required to:

- Advise specific people about routine matters
- Contribute to the review of routine processes

## KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples include:

|                               |                                                       |
|-------------------------------|-------------------------------------------------------|
| <b>Internal Relationships</b> | • Employees from Social Innovation Programs           |
|                               | • Employees from Organisational Development           |
|                               | • Employees from People and Culture                   |
|                               | • Employees from Properties and Facilities            |
| <b>External Relationships</b> | • DFFH- Child Protection and Homes First              |
|                               | • Junction and Quantum partner agencies               |
|                               | • Quantum Specialist Tenancy Support Worker           |
|                               | • Youth Housing First, Housing Accommodation Manager  |
|                               | • Better Futures and Targeted Care Packages providers |
|                               | • Mental Health Service Providers                     |
|                               | • Alcohol and Other Drugs (AOD) Service Providers     |
|                               | • Open Doors Access Points                            |

## OUR VALUES

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

|                   |                                                                                        |
|-------------------|----------------------------------------------------------------------------------------|
| <b>Together</b>   | 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                                  |
| <b>Courageous</b> | We speak up constructively in line with our convictions                                |
|                   | We pursue our goals with determination                                                 |
|                   | We are passionate about our advocacy role                                              |
| <b>Curious</b>    | We are inquisitive and ask why                                                         |
|                   | We challenge the status quo                                                            |
|                   | We actively explore the alternatives                                                   |
| <b>Open</b>       | 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                                                                   |

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|                    |                                                        |
|--------------------|--------------------------------------------------------|
| <b>Accountable</b> | 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                    |

## ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

### Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation, committed to the safety and wellbeing of children, young people, people with disability, and other vulnerable people. We have zero tolerance of abuse and neglect of all vulnerable people. MCM is committed to providing a safe environment in which children and vulnerable people are protected from violence, abuse and neglect. All employees must:

- Comply with the Child Safe Standards at all times.
- Maintain a safe environment in which children and vulnerable people are safe at all times.
- Actively prevent, and immediately report to MCM, any violence, abuse or neglect of any child or vulnerable person.

### Workplace Health & Safety

MCM's has zero tolerance for compromised worker safety. We endeavour to provide a working environment that is safe for all employees and people who use our services. As an employer, MCM adheres to Occupational Health & Safety regulations. All employees must:

- Comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of their own health and safety, and the health and safety of their colleagues, service users, and others who may be affected by the employee's acts or omissions in the workplace.
- Immediately report to MCM any hazards or incidents.

### Code of Conduct and Operational Accountability

MCM is committed to operating efficiently and ethically and remaining operationally and financially sustainable. All employees must:

- Operate within the requirements of MCM's accreditations, registrations, policies and procedures, Code of Conduct, and regulatory guidelines.

### Position Description Maintenance

Position Descriptions change over time, due to a wide range of organisational, technological, financial, geographical, service, systemic, legal, and individual factors. All employees must:

- Maintain position description currency by communicating, discussing and documenting necessary changes, and considering consistencies and relativities with other like-positions.
- Ensure compliance with position description, management of change, and consultation requirements in the relevant Awards and Enterprise Agreements.
- Use correct processes to apply for changes related to individual circumstances, for example, reasonable adjustments for disability, flexible working arrangements for care responsibilities, rehabilitation to work following injury, ill health or medical procedure, or transition to retirement.