

POSITION TITLE:	Team Leader - Family Violence		
REPORTS TO:	Program Manager Youth Support		
POSITION CLASSIFICATION:	Fixed Term Full 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:	Carlton Travel to other CMY offices and off-site locations may be required – Dandenong and Sunshine	APPROVED BY:	Bec Lean
SALARY:	SCHADS Level 6 plus: • 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:	September 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 Programs and Services function area of CMY develops and delivers a range of projects, programs and services that focus on building resilience and developing capability and capacity of multicultural young people within a strengths

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based, family and community focused approach. Programs and services are integrated and operate in a coordinated manner with a local, regional and state-wide focus.

CMY Family Violence Team provides case management support to multicultural young people aged 12 to 25 who are both victim/survivors of family violence and/or are using violence towards a family member. Through holistic, person-centred case management, risk assessment, safety planning, advocacy and service coordination, the programs assist young people to navigate complex family violence dynamics and access the supports they need, including housing, mental health, education, health, legal and social connection. The programs operate in collaboration with key-partners, specialist family violence services and broader service systems to strengthen safety outcomes, promote perpetrator accountability and ensure multicultural young people receive equitable, developmentally appropriate and culturally safe responses.

POSITION SUMMARY:

The Team Leader Family Violence is responsible for providing leadership, supervision, and professional guidance to Senior Multicultural Youth Workers (including multi-disciplinary and/or specialist practitioners) within the Family Violence portfolio. The role ensures the delivery of high-quality, evidence-based services that promote positive outcomes for young people, their families, and communities through best practice approaches, effective system navigation, and continuous service improvement.

The position has accountability for program oversight, including budget management, performance monitoring, and the preparation and submission of reports to support contractual, organisational, and funding requirements. The Team Leader also manages key partnerships and collaborates across the sector to enhance program effectiveness and service access. The Team Leader will also work closely with the Program Manager to provide strategic leadership and support for metropolitan networks and projects.

CMYs Team Leader roles are agile and may change as the organisations strategic priorities and stakeholder needs shift.

JOB RESPONSIBILITIES:

- Provide leadership, supervision, and specialist practice guidance to Family Violence Youth Support staff working with multicultural young people and families experiencing complex and high-risk circumstances.
- Support staff to deliver trauma-informed, culturally responsive, strengths-based and youth-led practice framework that align with best practice standards and relevant statutory requirements as well as navigating the family violence system.
- Lead in evaluating team and individual skill levels and competencies and support the development of those skills.
- Play an active role in the broader Youth Support leadership team, being flexible and responsive as needs arise within the program area.
- Facilitate case discussions, reflective practice, and team meetings to promote and support risk assessment, effective case management, crisis response and high-quality service delivery.
- Develop and maintain collaborative relationships with internal and external stakeholders to enhance service coordination, referral pathways, and outcomes for young people and families.
- Represent CMY in relevant family violence and youth work networks, committees and forums as required.
- Coordinate with Program Manager information sharing and risk management in accordance with MARAM, FVISS and CISS requirements.
- Take a lead in informing practices to support MARAM alignment across the organisation
- Participating in activities to for monitoring, reviewing and reporting within the broader program area.
- Be responsible for the consistent organisational 'voice' and CMY branding when representing CMY.
- Delivering effective youth support and casework services and programs consistent with policy, procedures and within approved systems.

- Ensure direct reports are aware of and adhere to youth support and casework policies, procedures and processes.
- Carry out duties in accordance with all relevant legal Acts, Legislation, Regulations and Standards in Child Protection and Domestic and Family Violence.
- Abide by the policies and procedures of CMY and operate within the Code of Conduct.
- Perform all tasks in line with CMY values of Participation, Diversity and Human Rights.
- Continuous improvement mindset with the ability to recommend process improvements for efficiency and effectiveness.
- Commitment to CMY purpose and values.
- Consistent with the strategic directions of CMY carry out all other duties as directed by senior management.

KEY SELECTION CRITERIA:

1. Demonstrated experience leading and supervising practitioners delivering family violence case management and support services. This includes providing specialist family violence practice leadership, professional supervision and oversight of complex casework involving young people and families experiencing family violence, with a strong focus on risk assessment, safety planning, service coordination and client-centred outcomes.
2. Demonstrated experience working with young people from refugee and migrant backgrounds, including a strong understanding of the impacts and dynamics of family violence. Ability to identify risk, assess support needs, and provide responsive interventions through a holistic, culturally safe and strengths-based approach.
3. Demonstrated understanding of risk assessment and risk management practices, including child safety and family violence legislation, MARAM, FVISS/CISS, and their application when working with multicultural young people.
4. Strong communication and interpersonal skills, with the ability to effectively engage and collaborate with diverse stakeholders, including young people, key partners, statutory services, government departments, community groups, and other organisations.
5. Demonstrated high-level organisational, analytical and time management skills, with the ability to plan, implement and monitor work programs, manage budgets and reporting requirements, and consistently meet deadlines.
6. Highly computer literate across Microsoft Office applications, client management databases (CRM), data management systems, and remote working platforms.

QUALIFICATION REQUIREMENTS:

- Tertiary qualifications in related field (i.e. youth or social work, community development, education); and/or
- at least 5 years of relevant experience in equivalent roles.

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 occasional evenings)
- A current driver's licence, as this role requires a capacity to travel throughout Victoria
- 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 / /