

POSITION TITLE:	Senior Multicultural Youth Worker – Specialist Family Violence		
REPORTS TO:	Team Leader		
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 5 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:	Aug 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 area develop and delivers a range of programs and services that focus on building resilience and developing capability and capacity of multicultural youth within a strengths based, family and community focused approach. Programs and services are integrated and operate in a coordinated manner with a regional and state-wide focus.

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CMY's Specialist Multicultural Youth Family Violence Program provides case management support to multicultural young people aged 12 to 25 who are experiencing or affected by family violence. The program recognises young people as victim survivors in their own right and supports them to build safety and wellbeing within the context of their family, culture and community. Through holistic, person centred case management, risk assessment, safety planning, advocacy and service coordination, the program assists 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 program works collaboratively with 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 Senior Multicultural Youth Worker (SMYW) provides specialist family violence case management and support to multicultural young people experiencing family violence. The role delivers holistic trauma informed case management, advocacy, service coordination and system navigation to address barriers to support. The SMYW works collaboratively with families, specialist family violence services, statutory agencies and community partners to deliver coordinated responses, promote perpetrator accountability and ensure young people receive safe, equitable and developmentally appropriate support. In addition to direct practice, the role contributes specialist family violence expertise within CMY and supports continuous improvement through reflective practice, collaboration and participation in service development.

JOB RESPONSIBILITIES:

- Provide specialist family violence case management to multicultural young people affected by family violence, with the young person as the primary client.
- Build trusted, youth-centred relationships that support engagement, safety, wellbeing and long-term stability.
- Conduct intake, screening, identification and triage of family violence presentation using developmentally and culturally responsive approaches.
- Support and advocate for appropriate intervention responses within existing systems, including brief, short-term, medium-term, extended and crisis support.
- Undertake ongoing family violence risk assessment using MARAM-aligned tools, risk assessment and continuous safety monitoring.
- Develop, implement and regularly review individualised case plans in partnership with young people.
- Co-design safety plans with young people that reflect their cultural context, family relationships, developmental stage, goals and identified risks.
- Provide active case management support focused on safety, stabilisation, protective factors and goal.
- Undertake outreach with young people and families when appropriate
- Deliver crisis response support when risks escalate, including coordination with specialist family violence, housing, child protection and emergency services.
- Support young people to understand and navigate crisis, legal and statutory systems.
- Engage family members as secondary clients where appropriate and safe to do so.
- Work within complex family systems to understand family dynamics, intergenerational conflict, settlement experiences, cultural influences and patterns of power and control.
- Advocate for and with young people within schools, housing services, health services, justice systems, child protection and other service systems.
- Coordinate referrals and supported access to internal and external services.
- Participate in care teams, case conferences and coordinated service responses.
- Maintain collaborative partnerships with key services including The Orange Door, InTouch, housing, legal, youth and multicultural organisations.
- Support young people across key life domains including housing, education, employment, health, mental health, legal matters, financial wellbeing and community connection.

- Promote cultural identity, belonging, safe family relationships and community connections.
- Apply trauma-informed, culturally responsive, strengths-based and youth-led practice frameworks.
- Recognise and respond to circumstances where young people may be both victim survivors and using family violence, ensuring safety, accountability and appropriate support.
- Facilitate information sharing and risk management in accordance with MARAM, FVISS and CISS requirements.
- Maintain accurate case files, case notes, risk assessments, case plans and reporting requirements.
- Enter all relevant information into a CRM or database as required by the program and organisation
- Monitor and review client outcomes, progress against goals and ongoing support needs.
- Develop and implement planned and safe exits from case management, including support transitions and ongoing service connections.
- Participate in regular clinical supervision, reflective practice, case review and professional development activities.
- Contribute to service improvement, evidence collection, evaluation activities and identification of emerging issues affecting multicultural young people.
- Promote system accountability by identifying service gaps, barriers and opportunities to improve responses for multicultural young people experiencing family violence.
- Comply with CMY policies, the Code of Practice for Specialist Family Violence Services, Child Safe Standards, privacy obligations and relevant legislative requirements.

KEY SELECTION CRITERIA:

1. Demonstrated understanding of the dynamics, drivers, risk factors and impacts of family violence, including the unique experiences of multicultural, refugee and migrant young people, families and communities.
2. Demonstrated experience delivering strengths-based, trauma-informed, youth-centred and culturally responsive case management support to young people and families experiencing multiple and intersecting barriers.
3. Demonstrated experience undertaking risk assessment, safety planning and risk management with young people and families experiencing family violence, including the ability to respond appropriately to escalating risk, crisis presentations and child wellbeing concerns.
4. Demonstrated ability to build effective relationships with young people, families and communities, and to coordinate and advocate across a range of service systems including family violence, housing, health, education, legal and child and family services.
5. Well-developed interpersonal, cross-cultural communication and stakeholder engagement skills, with the ability to collaborate effectively with colleagues, community members and external services to support coordinated responses.
6. Demonstrated experience maintaining accurate client records, case notes, risk assessments and reports, together with well-developed organisational and administrative skills and the ability to work within relevant legislative, policy and practice frameworks.
7. Demonstrated knowledge of, or ability to work within, relevant family violence legislation, MARAM, FVISS/CISS, Child Safe Standards and other frameworks relevant to family violence practice in Victoria.

QUALIFICATION REQUIREMENTS:

- Tertiary qualifications in a relevant discipline (ie social work, youth work) and/or extensive work experience in the family violence, refugee and/or youth sector

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 / /

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

Employee Name

Employee Signature Date / /