

POSITION:	Youth Refuge Worker
CLASSIFICATION:	SCHADS Level 4
REPORTS TO:	Team Leader of WRAP Youth Refuge
DATE	August 2025

ORGANISATIONAL ENVIRONMENT

MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers, providing a broad range of support in Homelessness, Family Services, Disability, Early Childhood Intervention Services, Palliative Care, Education and Mental Health service areas.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

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

This role sits within the Homelessness & Family division and plays a key role in supporting the daily operations of the Youth Refuges. The Homelessness & Family division consists of four conceptual domains:

- Intensive Youth Support
- Supported Accommodation
- Youth and Family
- Youth Refuge

Melbourne City Mission Youth Refuges

Melbourne City Mission Youth Refuges aim to provide safe, secure short-term accommodation for young people 16 – 24 years of age experiencing homelessness and assists them in moving toward independent living. The service provides accommodation, support, counselling, information and assistance to young people based on their needs (e.g. Centrelink, health and legal services) and support in finding suitable accommodation options. The Refuge programs work within MCM's healing oriented framework focusing on assisting young people to build their existing skills and develop their own capabilities. Referrals are accepted under the Opening Doors Framework from Homelessness Access Points.

Melbourne City Mission operates four Youth Refuges situated in the Northwest and Northeast of Melbourne:

- Western Region Accommodation Program (WRAP) Youth Refuge is located in Sunshine and is a cluster model refuge that can accommodate 2 single males, 2 single females in shared spaces, and has 2 family units.
- Iramoo Youth Refuge is located in a new purpose-built facility in Werribee, a growth corridor that is seeing a steady increase in young people experiencing homelessness. It is a cluster model with large program rooms to be able to run therapeutic and living skills programs. The Refuge accommodates 8 young people and 2 families.
- Stopover Youth Refuge is situated in North Fitzroy and can accommodate 9 young people.
- Vicky's Place Youth Refuge accommodates up to 7 young women and their children in Rosanna. This is a secure address. Melbourne City Mission Refuges also work in conjunction with the Northwest Outreach team based at the WRAP Youth Refuge. This team provides early intervention, post refuge support and community development activities within an outreach capacity.

POSITION PURPOSE

The Youth Refuge Worker provides structured support and case management to young people who are accommodated at WRAP Youth Refuge in Sunshine. The Refuge operates in accordance with DFFH and MCM guidelines and offers support to residents in finding appropriate accommodation and support services suitable to their needs. Workers shall maintain an environment that promotes the health and safety of all residents and staff; fulfil the record keeping, data and other administrative functions of the service; and assist the general day to day running of the refuge. The appointee will be expected to commit to Melbourne City Mission's Mission, Vision and Values and align their work to the organisation's strategic objectives.

POSITION DUTIES AND RESPONSIBILITIES

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

WITH THE SERVICE USERS:

- Provide structured support, assessment and referral to young people and their children.
- Provide information to young people to assist them to understand themselves, issues impacting on their homelessness, their rights and the services and supports available to assist them.
- Provide assistance to access appropriate accommodation options particularly youth housing, family reconciliation, private rental and public housing.
- Provide assistance to access appropriate specialist support services.
- Develop independent living skills to maintain independent or family housing.
- Respond to the crisis needs of young people as they arise.
- Respond appropriately to young people presenting with difficult and challenging behaviours.

Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.

WITHIN THE SERVICE

- Attend regular team meetings, and supervision with the Team Leader (as requested).
- Maintain accurate data, information, record keeping and filing systems.

- Maintain an environment that ensures the health and safety of all residents and staff.
- Undertake reasonable domestic tasks including cooking, cleaning and shopping as required.
- Perform other duties and responsibilities, as directed by the Team Leader or delegate.

IN THE COMMUNITY

- Liaise and work cooperatively with housing and other human service agencies within the region to provide homeless young people an appropriate support service.
- Provide offsite work with clients as required.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Team Leader or delegate.

KEY SELECTION CRITERIA

Essential Criteria

- Tertiary qualifications in Social Work, Youth Work, or related community services field (Minimum Diploma and demonstrated experience)

Essential Safety Screening Requirements:

- Proof of Identity Check
- National Police check
- International Police check
- Current Victorian Working with Children Check (Employee)
- Current Victorian Drivers Licence
- Right to work in Australia

Desirable:

- Experience working with young people experiencing homelessness.
- Knowledge of coaching, attachment and/or trauma informed practice.
- A clear understanding of working within a case management framework including client assessment and intake processes.
- Strong ability to actively and assertively engage young people with complex needs, particularly in a residential environment.
- An understanding of the homelessness service system with knowledge of patterns, trends and systemic issues, and principles in working with at risk young people.
- Knowledge of local and regional human service networks and service providers.
- Demonstrated ability to work autonomously and as part of a team.
- Excellent communication and problem-solving skills encompassing interpersonal, verbal and written, and negotiation skills.
- Strong organisational, time management and computer skills.
- Availability to work shift work including weekends and sleepover shifts.
- Internet-enabled device for Time & Attendance when working offsite.
- Computer literacy, including proficiency in navigating client management systems and Microsoft Office.
- Current First Aid & CPR certificate.

POSITION AUTHORITIES

Number of Reports

Direct Reports				Indirect Reports			
Number:	0	FTE:	NA	Number:	0	FTE:	NA
List Teams / Positions				List Teams / Positions			

Expenditure

Operating:	NA	Capital:	NA
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Other Authorities

None.

Supervision or Direction Required

Regular supervision is provided and further supervision can be arranged as requested.

Planning

The position is self-directed within a team environment.

Freedom to Act

Individual initiative and problem solving is supported in consultation with the Team Leader and in line with policies and procedures.

Assistance to Higher Level

Team meetings, planning days and MCM surveys provide an opportunity for consultation and review of processes and procedures.

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:

Internal Relationships

Employees from the other Youth Refuge programs

Employees from the Homelessness division

Employees from Corporate Services

External Relationships

This position will actively liaise and network with a number of 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.

OUR VALUES

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

Together We are inclusive and accepting of difference

Together We work in highly effective teams and our people are connected across our organisation

	We engage proactively with others to deliver outcomes
Courageous	We speak up constructively in line with our convictions
	We pursue our goals with determination
	We are passionate about our advocacy role
Curious	We are inquisitive and ask why
	We challenge the status quo
	We actively explore the alternatives
Open	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
Accountable	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.