

# Position Description Template

<b>POSITION:</b>	Youth Refuge Worker – Active Night Shift
<b>CLASSIFICATION:</b>	SCHADS 4
<b>REPORTS TO:</b>	Team Leader – Circuit Breaker Accommodation Program (Frontyard)
<b>DATE UPDATED:</b>	February 2026

## ORGANISATIONAL ENVIRONMENT

MCM is a leading community support organisation working alongside Victorian communities and 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 Homelessness, & Family Services division supports people experiencing, or at risk of homelessness, and families at risk of poorer outcomes and progression to greater forms of disadvantage. The division provides a range of services aimed to prevent or reduce the impacts of homelessness, and disadvantage through provision of evidence based, high quality, effective interventions.

The Homelessness, & Family Services division consists of five conceptual domains:

- Accommodation;
- Youth and Family Homelessness;
- Frontyard Youth Services; and,
- Family Services.
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Frontyard Youth Services is a specialist youth service providing a range of multidisciplinary programs to meet the holistic needs of young people aged between 12 and 25 years who are at risk or experiencing homelessness. Frontyard aims to support young people to meet their physical, emotional and social needs and to develop pathways out of homelessness. Many of the services at Frontyard work with young people across greater Melbourne and throughout Victoria.

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Frontyard's support model includes a suite of primary and allied health, specialist housing, assertive outreach, therapeutic supports, early intervention & prevention services, legal, education and employment support. Additionally, Frontyard's 18 bed crisis accommodation operates 24/7 and provides higher intensity supports, including enhanced mental health, drug and alcohol, and therapeutic supports, to respond and creatively engage those young people with the most complex barriers.

## POSITION PURPOSE

The Accommodation Support Worker, Active Night Shift, provides structured support to young people overnight maintaining a safe home environment. The Accommodation Support Worker is responsible for assisting the general day-to-day running of the accommodation and maintaining a safe, positive and welcoming environment.

The role involves a rotating fortnightly roster of 7 shifts with an additional 4-hour monthly team meeting that occurs during business hours. Active night shift hours are 11pm to 8am

## POSITION DUTIES AND RESPONSIBILITIES

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

- Welcome, induct and settle young people on arrival after hours, providing a calm, respectful and youth-friendly experience.
- Maintain a safe and secure refuge environment overnight in line with policies, procedures and safety plans.
- Conduct risk assessments and implement proactive, innovative responses to identified risks, escalating as required.
- Respond appropriately to young people presenting with difficult and challenging behaviors; manage crises and incidents and complete critical incident reporting.
- Work toward client goals in partnership with Frontyard's case management, housing support and mental health teams, in collaboration with young people.
- Facilitate access to specialist support services (health, mental health, AOD and therapeutic interventions) within Frontyard and via external services, in accordance with care and safety plans.
- Deliver strengths-based programs and practical support in an accommodation setting that build young people's independence and daily living skills (e.g. morning routines, room resets).
- Maintain a safe and clean program environment; prepare light meals/breakfast and complete laundry and room turnover as directed by the Team Leader.
- Undertake administrative and program tasks to enable ongoing operation of the program, including ordering food and supplies, washing linen, re-setting rooms for occupancy, and supporting after-hours operations as directed.
- Maintain accurate files, case notes and databases, using relevant platforms and systems.
- Participate in handovers, meetings, debriefing, supervision, training and forums. This may involve flexibility to attend outside usual working hours, as agreed with the Team Leader.
- Ensure services are delivered within MCM policies and procedures, legislative requirements and relevant service standards. All employees must comply with the Child Safe Standards.
- Perform other duties and responsibilities as directed by the Team Leader, Operations Manager or delegate.

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## 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 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

- A qualification in Community, Social Work, Youth Work, Family Therapy, or a related tertiary qualification or community sector experience.
- Ability to commit to an active night rotating roster of overnight and weekend shifts
- Strong ability to actively and assertively engage young people with complex needs, particularly in an accommodation 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.
- An understanding of the requirements for ensuring child safety.
- Excellent communication and problem-solving skills encompassing interpersonal, verbal and written, and negotiation skills.
- Computer literacy, including proficiency in the Microsoft suite of programs
- Provide First Aid certificate

### 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 (eg SPA, OT, etc.)
- Current Victorian Drivers Licence
- Right to work in Australia

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## Desirable:

- Experience in an accommodation setting or in a similar role.
- A clear understanding of completing intake, assessment, and ongoing support processes.
- Understanding or experience working with young people experiencing homelessness, including knowledge of trauma informed or healing oriented approaches.

## POSITION AUTHORITIES

### Number of Reports

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

### Expenditure

Operating:	As per delegation	Capital:	
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### Supervision or Direction Required

The Youth Refuge Worker receives formal supervision monthly from their Team Leader, with ongoing access to month group reflective practice and option to participate in enhanced supervision with the Healing Orientated Framework Practice Lead. This structure provides consistent oversight, supports professional growth, and ensures responsive assistance for practice and operational matters within the youth refuge environment.

### Planning

The Youth Refuge Worker manages their own time and workload to meet client and program needs, while setting goals and planning therapeutic interventions in alignment with service priorities. Planning is carried out in consultation with line management, who provide oversight and support to ensure care plans are responsive, safe, and effective for young people.

### Freedom to Act

The role allows for independent decision-making within established policies, procedures, and budget parameters. The Youth Refuge Worker is empowered to apply their professional knowledge, experience, and training to therapeutic work, including risk assessment and safety planning. Guidance and consultation with line management are available when needed

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## 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:

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|-------------------------------|--|
| <b>Internal Relationships</b> | <ul style="list-style-type: none"> <li>• Frontyard Integrated Service teams, including MYSS, Check In, and Frontyard.</li> <li>• Youth Refuge teams</li> <li>Employees from the Homelessness &amp; Family Services division</li> </ul> |
| <b>External Relationships</b> | <ul style="list-style-type: none"> <li>• Youth crisis accommodation and housing providers</li> <li>• Other youth services</li> <li>• Hospitals and other health services</li> <li>Victoria Police</li> </ul>                           |

## OUR VALUES

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

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|--------------------|--|
| <b>Together</b>    | <p>We are inclusive and accepting of difference</p> <p>We work in highly effective teams and our people are connected across our organisation</p> <p>We engage proactively with others to deliver outcomes</p> |
| <b>Courageous</b>  | <p>We speak up constructively in line with our convictions</p> <p>We pursue our goals with determination</p> <p>We are passionate about our advocacy role</p>  |
| <b>Curious</b>     | <p>We are inquisitive and ask why</p> <p>We challenge the status quo</p> <p>We actively explore the alternatives</p>   |
| <b>Open</b>        | <p>We are transparent and have genuine, honest interactions</p> <p>We listen and hear people's voices</p> <p>We value and respect the autonomy of clients</p> <p>We trust one another</p>                      |
| <b>Accountable</b> | <p>We act safely in all our interactions</p> <p>We manage within our financial and resource boundaries</p> <p>We own our outcomes and decisions</p> <p>We are proud of the work that we do</p>                 |

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## 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.