

# Position Description

<b>POSITION:</b>	Youth Family Violence Peer Worker
<b>CLASSIFICATION:</b>	SCHADS 3
<b>REPORTS TO:</b>	Senior Family Violence Practitioner – Amplify
<b>DATE CREATED:</b>	February 2026

This is a part-time 0.8, 9 month contract, ending on 27<sup>th</sup> November 2026 with possibility to extend.

## 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

Amplify is an innovative Family Violence Program that supports young people aged between 15 and 19 years old who are experiencing both family violence and homelessness. Amplify provides case management, peer support, education and advocacy. Amplify is located within MCM's Homelessness and Family Services division, and operates out of Frontyard Youth Services in Melbourne CBD.

The Homelessness & Family Services division supports people experiencing, or at risk of homelessness, 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, incarceration, and family cycles of disadvantage through provision of evidence-based, high quality, effective interventions.

Frontyard Youth Services is a specialist youth service providing a range of multidisciplinary programs to meet the holistic needs of young people aged between 16 and 25 years who are at risk of or experiencing homelessness. Frontyard aims to support young people to meet their physical, emotional

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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.

Frontyard's integrated model includes a suite of primary and allied health, specialist housing, assertive outreach, therapeutic supports, early intervention and prevention services, legal, education and employment. Additionally, Frontyard's 18 bed crisis accommodation, Circuit Breaker, 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 to sustainable housing options.

### POSITION PURPOSE

The Amplify Peer Worker sits within the Amplify Youth Family Violence Team at Frontyard.

This role draws on your lived experience of the family violence and homelessness systems to shape and inform your practice. The Amplify Peer Worker will work collaboratively with the Amplify team to guide and support young people to feel safe, identify family violence, and advocate and engage within and to the family violence and other service systems.

The Amplify Peer Worker role draws upon Intentional Peer Support principles, with the primary objective to establish meaningful connections with young people and offer supportive interactions that draw upon your lived experience. This collaborative approach acknowledges the strength of walking alongside individuals through shared experiences and challenging the presence of usual professional power dynamics.

The Amplify Peer Worker may provide strategies such as emotional regulation, outreach engagement support, and walking alongside young people to rebuild trust in the service systems and provide warm links to support young people to engage with services.

**The Youth Family Violence Peer Worker will be responsible for holding a caseload of brief and longer-term clients, as well as working collaboratively with the Amplify Family Violence Practitioners and Senior Practitioner to ensure outcomes for young Amplify clients. The Amplify Peer Worker position provides peer support for a period of up to 6 months with young people aged between 15 and 19 years old who are experiencing both high-risk family violence and homelessness or housing insecurity.**

The Amplify team is made up of a Senior Family Violence Practitioner, 3 Family Violence Practitioners, and an Amplify Peer Support Worker.

**This role receives operational supervision from the Amplify Senior Family Violence Practitioner. Members of the Amplify team receive external individual clinical supervision and external group reflective practice.**

This role requires an experienced peer worker who is creative in their practice and comfortable working with young people who have multiple and intersecting needs.

This position operates at the Self Leadership level in the MCM Leadership Capability Framework.

### POSITION DUTIES AND RESPONSIBILITIES

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- Hold a peer support case load of 6-8 young people
- Provide peer support, education, advocacy and capacity building to Amplify clients from a lived experience perspective
- Build authentic relationships with Amplify clients to establish trust and rapport
- Sharing lived experience in a purposeful and meaningful way
- Work collaboratively with Amplify Family Violence Practitioners to ensure positive outcomes for young people
- Provide check-in and brief intervention support to young people on the Amplify wait list
- Maintain up-to-date knowledge of Frontyard programs and external service providers to facilitate relevant referrals for young people
- Participate in case review and care team meetings for cases led by Amplify workers
- Maintain high quality reporting, accurate files, and case notes using relevant platforms and systems
- Participate in team meetings, debriefing, supervision, training and forums
- Contribute to broader team requirements to ensure satisfactory program performance against targets, reporting, contracts, and quality compliance
- Contribute to an environment that will disrupt disadvantage for young people, utilising a healing-oriented practice model that proactively responds to young people who have experienced family violence.
- Participate in advocacy around collective issues at an organisational, community and/or leadership level.

### 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

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- Formal training in Peer Work (e.g. Intentional Peer Support/SHARC Peer Worker Training) and/or experience in formalised peer work role/s
- Demonstrated lived experience of both the family violence and homelessness systems, preferably as a young person and in Victoria
- Ability to use own life experience to provide support to young people and build their hope for the future
- An understanding of the key issues affecting people with multiple and complex needs including mental ill health, homelessness, disabilities, alcohol and other drug issues, health and safety issues and social connection
- A strong commitment to recovery-based practice
- Knowledge of youth homelessness and other community service sectors
- Ability to work collaboratively with other programs and services
- Ability to contribute to and enhance program design within an integrated service to create an innovate environment that supports young people to live safe and free from violence
- Willingness to undergo professional development and training to support your role

### 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

### Desirable:

- Experience working in or with the homelessness and/or family violence systems

### 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

- Amplify team
- Frontyard Integrated Service teams
- Employees of the Homelessness and Family Services Division
- Key MCM referral partners and other MCM youth services

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- External Relationships**
- Organisations operating in the Victorian family violence service sector (e.g. specialist family violence services, The Orange Door, Safe Steps)
  - Victorian youth service providers and systems (e.g. Child Protection, Victoria Police, AoD services, Legal Services, Mental Health Services)

### OUR VALUES

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

- Together**
- 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

- 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

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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.