

POSITION:	Senior Worker – Northwest Youth Outreach Team
CLASSIFICATION:	SCHADS 5.1
REPORTS TO:	Operations Manager – Youth Refuges and Outreach
DATE UPDATED:	March 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 Youth Services portfolio forms part of the Families and Homelessness Division. The Division works with three major conceptual domains for service delivery. They include:

- Early Intervention (Youth & Family)
- Integrated Responses (Frontyard Youth Service)
- Homelessness Services (including Lead Tenant)

The Senior Worker plays a key role in leading the operation of the North West Youth Outreach Team working closely with MCM's 4 Youth Refuges and is a member of the Youth Refuge leadership team.

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 assist 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 a Healing Oriented Framework that recognises young people come from backgrounds of abuse and trauma and focus 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 North West and North East of Melbourne:

- Iramoo Youth Refuge is located in Werribee, a growth corridor that is seeing a steady increase in young people experiencing homelessness. It is a cluster model and accommodates 8 young people and 2 families.
- 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.
- Stopover Youth Refuge is situated in North Fitzroy and can accommodate 9 young people.
- Vicky's Place Youth Refuge accommodates up to 8 young women and their children in Rosanna. This is a secure address.

Melbourne City Mission Refuges also work in conjunction with the North West 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

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

To oversee the day-to-day operations of the North West Youth Outreach Team, lead and supervise the team, hold a small case load and be responsible for ensuring that young people receive a high-quality service.

As a leadership role, the Senior Worker is expected to operate autonomously with the support and direction of the Operations Manager and undertake a range of functions for which operational practices and guidelines may need to be developed. With the support of the Operations Manager, the Senior worker will have responsibility for decision making for the NWWYOT, in line with divisional and MCM strategic plans, and will provide expert advice relating to Youth Refuge provision.

POSITION DUTIES AND RESPONSIBILITIES

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

Client support:

- Ensure the provision of high quality, solution-focused, healing oriented, whole of person services are provided to all young people who are accommodated.
- Provide a small case load, leadership, expert advice to employees working with young people with multiple and complex needs, and support employees to develop comprehensive care plans and risk assessments for all young people.
- Manage critical incidents safely, provide support and direction to employees and young people in times of crisis.

People Leadership:

- Exercise a high level of responsibility for the work undertaken by all employees within the North West Youth Outreach program, including undertaking the planning, direction, management, and evaluation of the Outreach Teams operations.
- Work alongside and collaboratively with MCM's 4 Youth Refuges and the Refuge Leadership team
Continually develop, maintain and role model a positive workplace culture.
Provide high quality leadership, supervision, and development for employees in the NWTOT.
- In collaboration with the Operations Manager, oversee the recruitment, employee induction, rostering and staffing of the program.
- Participate in, and facilitate, meetings, debriefing, supervision, training, and forums.
- Complete regular reporting, information and data collection, and quality improvement activities, including updating procedures.

Service Leadership:

- In collaboration with the leadership team, develop, implement, and report on the North West Youth Outreach operational plan, as well as priorities from the division's strategic plan, as identified by the Operations Manager.
- Build and maintain strong relationships with service providers, partner services and agencies.
- Participate in on-call for the division, as per the roster.
- 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 Operations Manager or delegate.
- Ensure the North West Youth Outreach Team is a safe environment and workplace for all employees and young people.

Administration:

- Have oversight and authorisation of client brokerage
- Complete required expense reports and invoice processing
- Authorise timesheets in line with the MCM Employee Agreement and Leave Procedure
- Maintain MYHR system for your program

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

- **Degree with experience OR Associate Diploma with substantial experience OR qualifications in more than one discipline OR less formal qualifications with sufficient specialised skills OR expertise to undertake the range of activities**
- Bachelor of Social Work and or Youth Work or related fields and or demonstrated experience in working with people who are at risk or experiencing homelessness.
- A demonstrated ability to lead, guide, supervise and support employees with a sound understanding of supervision guidelines and best practice principles.
- Strong ability to actively and assertively engage young people with complex needs.
- A comprehensive understanding of the homelessness service system.
- A clear understanding of, and ability to lead case management, including client assessment and intake processes.
- Demonstrated capacity to work flexibly and have the ability to manage competing demands.
- High level of initiative and motivation.
- Demonstrated ability to work autonomously and as part of a team.
- Well-developed communication, negotiation, interpersonal and conflict resolution skills.
- Computer literacy, including proficiency in the Microsoft suite of programs.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia.
- Ability to participate in on-call for the division, as per the roster and oncall procedure.

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:

- Demonstrated experience leading a team of professionals working in a youth homelessness context, with the ability to oversee a range of crisis interventions and case management strategies to young people at risk.
- First Aid Qualified
- Knowledge of coaching, attachment and/or trauma informed practice.

POSITION AUTHORITIES

Number of Reports

Direct Reports				Indirect Reports			
Number:	2	FTE:	2	Number:	0	FTE:	0
List Teams / Positions	Outreach Case Manager			List Teams / Positions			

Other Authorities

Human Force Timesheet Authorisations

D365 Finance and MYHR

Supervision or Direction Required

Monthly Supervision from line manager – Operations Manager - with limited daily informal support.

Planning

Manage their own time; Establish their own goals or objectives subject to approval; Implement simple projects; Collaborate with Leadership team on planning and goal setting annually.

Freedom to Act

Can apply knowledge, experience, training; Can make leadership decisions limited by policy, budget and any required approval process

Assistance to Higher Level

Can provide routine information; Advises specific people about routine matters; Contributes to reviews of routine processes; Contributes to reviews of procedures; Provides consultation based on professional knowledge;

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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|-------------------------------|--|
| Internal Relationships | <ul style="list-style-type: none"> • Employees from other Youth Refuge programs • Employees from other MCM programs, divisions, branches • Employees from Shared Services |
| External Relationships | <ul style="list-style-type: none"> • Homelessness Agencies & Access Points • Community Agencies and Local Government • Industry Networks |

OUR VALUES

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

Together	<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>
Courageous	<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>
Curious	<p>We are inquisitive and ask why</p> <p>We challenge the status quo</p> <p>We actively explore the alternatives</p>
Open	<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>
Accountable	<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>

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.