

<b>POSITION:</b>	Assertive Youth Outreach Worker – Part Time
<b>CLASSIFICATION:</b>	SCES Level 4
<b>REPORTS TO:</b>	<ul style="list-style-type: none"> <li>- Team Leader – Intensive Case Management</li> <li>- Operations Manager, Youth Intensive Support- Frontyard Youth Services</li> </ul>
<b>DATE UPDATED:</b>	May 2026

## 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 experienced through Homelessness, Disability, Palliative care, Early Childhood Intervention Services and Education.

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

The Homelessness, & Family Services (HFS) division supports people experiencing, or at risk of homelessness, people involved in the justice system 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 family cycles of disadvantage through provision of evidence based, high quality, effective interventions.

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

- Accommodation
- Youth and Family Homelessness
- Frontyard Youth Services (FYS)
- Family Services

This role will operate within the new Hume Youth Assertive Outreach program and will have support from teams and management based at Frontyard Youth Services (FYS) in Melbourne's CBD. FYS is in Melbourne's CBD as part of MCM. Our mission is to support young people aged 12 to 25 in meeting

their physical, emotional, and social needs while also guiding them towards pathways out of homelessness. FYS offers a dedicated youth homelessness access point, crisis accommodation with 17 beds, wraparound support services ranging from physical health to community connection plus outreach programs spanning Greater Melbourne and Victoria.

The Hume Assertive Youth Outreach Service established in July 2026 aims via a Street Based Outreach approach aims to:

- Engage At-Risk Youth
- Build Trust and Relationships
- Provide Immediate Support and Resources
- Promote Social Inclusion
- Raise Awareness of Available Services
- Reduce incidents of rough sleeping

## POSITION PURPOSE

The role is based in the Northern corridor of Melbourne and provides assertive support, advocacy and referral to young people who are disengaged or at risk of disengagement across Hume to assist them to navigate life's challenges and enhance their wellbeing.

The role reduces access barriers by meeting young people where they are and providing support, resources, and opportunities in the community itself, so the role adopts an assertive outreach model based on identified shifts, including some evenings and weekends. The role enhances young people's safety and participation in community spaces and reduces risks of engagement with the justice system.

This role will also encompass informing and contributing the development of the new innovative service that ensures timely, holistic, and positive support, to enhance staff learning, improve service understanding and contribute to the delivery of young person-led, strengths focused approach to practice.

Support in this role will include supportive induction process, regular supervision, access to communities of practice and a range of internal and external training options

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

## POSITION DUTIES AND RESPONSIBILITIES

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

- Building authentic relationships with young people to establish safety, trust and rapport to meet young people where they are.
- Foster hope, build trust and rapport, and inspire young people to engage in support, referral, and brief intervention
- Proactively engage with young people in spaces and places where young people connect in the community
- Apply assertive and persistent outreach practice to provide purposeful assistance to young people, with a degree of geographical flexibility dependent upon need.

- Ability to be flexible and responsive in service delivery to adjust working hours, locations, engagement approaches, emerging needs
- Provide information and referral pathways for young people as needed, based on partnership and positive relationships established with relevant local services.
- Advocate and liaise with external agencies to assist in providing wrap-around services to ensure successful outcomes.
- Maintain an excellent working knowledge of support options for young people in Hume LGA, ensuring both existing and new options are actively communicated to relevant stakeholders.
- Provide opportunities for young people to shape outreach activities, engagement strategies, and evaluation
- Participate in program advocacy as required at an organisational, community and/or leadership level within the scope of the role. Co-facilitate the delivery of events for key dates across the annual calendar.

### Generic and Compliance Responsibilities

- Work as a constructive team member, including building and maintaining positive interpersonal relationships.
- 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.
- Contribute to program and system review and development, with a view to enhancing longer-term provision of effective service to young people.
- Ensure program / activity risk assessments are undertaken and all necessary safety protocols are implemented, particularly given the outreach nature of this role. Understand, observe and adhere to all safe working procedures and maintain safe work practices.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.

## KEY SELECTION CRITERIA

### Essential Criteria

- 4 year Degree with 1 year experience OR 3 year Degree with 2 years experience OR Associate Diploma with experience OR lesser formal qualification with substantial experience OR sufficient expertise to undertake a range of activities
- Extensive knowledge and experience in engaging and working with young people who may be disengaged from the community, with sensitivity to their unique situation.
- Experience in assertive engagement/ outreach models of practice, including information referral and brief intervention service delivery

- Current Driver’s License.
- Demonstrated interpersonal and communication skills, with the ability to build authentic, genuine, respectful and non-judgemental relationships with young people from diverse backgrounds.
- Capacity to identify, escalate and manage risk as appropriate within the scope of the role.
- An understanding of the key issues affecting young people with co-occurring needs including mental ill health, homelessness, disabilities, alcohol and other drug issues, health and safety issues and social connection.
- A strong commitment to strengths and recovery-based, healing oriented practice.
- Knowledge of community services and resources for young people.
- Willingness to undergo professional development and training to support your role.
- An understanding of the requirements for ensuring child safety.
- A basic level of computer literacy, including familiarity with Microsoft programs, is desirable. Support and training can be provided to develop skills as needed.

**Essential Safety Screening Requirements:**

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

**POSITION AUTHORITIES**

**Number of Reports**

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

**Supervision or Direction Required**

Receives formal supervision every fortnight from line supervisor.

Receives daily support and guidance as required from Case Management Team Leader and Frontyard Operations Manager.

**Planning**

Manages own time.

Establishes own goal or objectives, subject to approval.

**Freedom to Act**

Minor, limited by directions and procedures.

Can apply knowledge, experience and training.

### Assistance to Higher Level

- Can provide routine information.
- Advises specific people about routine matters
- Contributes to reviews of routine processes and procedures.
- Provides technical or specialist or multi-disciplinary advice.
- 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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|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Internal Relationships</b> | <ul style="list-style-type: none"> <li>• Frontyard Integrated Model staff</li> <li>• Staff across MCM, Hester Hornbrook Academy (HHA), MCM Housing and Quantum</li> </ul> |
| <b>External Relationships</b> | <ul style="list-style-type: none"> <li>• Hume City Council Staff</li> <li>• Other service providers in the Hume LGA, including VicPol-</li> </ul>                         |

### OUR VALUES

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

- |                    |                                                                                                                                                                                                                                                               |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Together</b>    | <ul style="list-style-type: none"> <li>We are inclusive and accepting of difference</li> <li>We work in highly effective teams and our people are connected across our organisation</li> <li>We engage proactively with others to deliver outcomes</li> </ul> |
| <b>Courageous</b>  | <ul style="list-style-type: none"> <li>We speak up constructively in line with our convictions</li> <li>We pursue our goals with determination</li> <li>We are passionate about our advocacy role</li> </ul>                                                  |
| <b>Curious</b>     | <ul style="list-style-type: none"> <li>We are inquisitive and ask why</li> <li>We challenge the status quo</li> <li>We actively explore the alternatives</li> </ul>                                                                                           |
| <b>Open</b>        | <ul style="list-style-type: none"> <li>We are transparent and have genuine, honest interactions</li> <li>We listen and hear people’s voices</li> <li>We value and respect the autonomy of clients</li> <li>We trust one another</li> </ul>                    |
| <b>Accountable</b> | <ul style="list-style-type: none"> <li>We act safely in all our interactions</li> <li>We manage within our financial and resource boundaries</li> <li>We own our outcomes and decisions</li> </ul>                                                            |

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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.