

POSITION:	Assertive Youth Outreach Peer Worker
CLASSIFICATION:	SCES Level 3
REPORTS TO:	<ul style="list-style-type: none"> - Team Leader, Intensive Case Management - Operations Manager, Intensive Youth Support, Frontyard Youth Services
DATE UPDATED:	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, 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

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.

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

- Accommodation.
- Youth and Family Homelessness.
- Frontyard Youth Services.
- Family Services.

This role will operate as an assertive outreach service across Hume LGA and will have support from teams and management based at Frontyard Youth Services (FYS) in Melbourne's CBD. FYS is located 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 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 as part of the Hume Youth Assertive Outreach Team 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 challenges and enhance their wellbeing.

The role reduces the barriers to support young people experience by meeting young people where they are and providing support, resources, and opportunities in the community itself, so the role will engage in assertive outreach based on identified shifts that will include 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.

The Peer Worker will play a key role in engaging young people to access MCM services and support them in navigating mainstream community supports. Your lived experience and personal recovery will provide a distinct advantage as you support existing clients towards a more hopeful future. As a Peer Worker, you will use lived experience to inform practice, build connection and to effectively build professional relationships with the young people disengaged or at risk of disengaging across Hume.

You will also use your lived experience to inform and contribute to staff learning, service understanding, and delivering client- led, strengths focused, recovery-based language, documentation, training and actions. Additionally, Peer Workers will assist team members with co facilitating programs and participate in key events over the annual calendar as well as play a role in supporting youth participation in the ongoing quality improvement activities across the service

This role differs from non-peer assertive youth outreach positions in its intentional use of lived experience, focusing on relational depth over service navigation alone, and its contribution to a recovery orientated and person led approach to support.

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:

- Provide education from a lived experience perspective for young people to better understand their support options, and to increase the capacity of MCM, Hume City Council and community partner organisations to better respond to the needs of young people.
- Building authentic relationships with young people to establish safety, trust and rapport to meet young people where they are at, using an assertive outreach practice and outreach shifts.
- Foster hope, trust, and rapport with young people disengaged or at risk of disengagement in Hume LGA to engage in support, referrals and to build social connections.
- Support and empower young people to understand and better manage their health and wellbeing, which may include development of skills or access to available services.
- Maintain knowledge of and provide suitable referral pathways for young people as needed, based on partnership and positive relationships established with relevant local services.
- Engage young people to participate in engagement activities, program development, and evaluation.
- Participate in program advocacy with the team as required 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) and adopt the MCM Peer Worker model of care (Intentional Peer Support).
- 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

- Lived experience of social exclusion and related challenges with an ability to use own life experience to provide support to existing young people and build their hope for the future.
- Knowledge and experience in engaging and working with young people who experience marginalisation and disadvantage, who may be disengaged from the community.
- Formal training in Peer Work (e.g. Intentional Peer Support/SHARC Peer Worker Training) and/or experience in formalised Peer Work role(s) or a willingness to achieve these as part of the role.
- An ability to effectively communicate with young people, and the community, the challenges, experiences, and enablers that contributed to their journey.
- A level of awareness and empathy that allows you to work with groups and individuals that may challenge their ethical opinions and values.
- Ability to work collaboratively as part of a team and with broader partner agencies.
- Ability to maintain confidentiality and boundaries with clients.
- A commitment to trauma informed practice and MCM's healing orientated framework.
- Computer literacy, including proficiency in Microsoft programs
- Current Driver's License.

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

Desirable:

- Tertiary qualifications in Peer Work, Social Work, Youth Work, or related.

POSITION AUTHORITIES

Number of Reports

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

Expenditure

Operating:	N/A	Capital:	N/A
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Other Authorities

N/A

Supervision or Direction Required

Regular fortnightly structured supervision provided by the Team Leader of the Youth & Community Participation Team.

Planning

- Manages own time.
- Establishes own goals 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 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"> • Frontyard Integrated Service teams • Employees from the Homelessness & Family Services division • MCM Hume Youth Assertive Outreach Team |
| External Relationships | <ul style="list-style-type: none"> • Hume City Council Staff • Other service providers including VicPol. |

OUR VALUES

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

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| 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> |
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| 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> |
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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.