

POSITION TITLE:	Senior Multicultural Youth Worker-Family Violence		
REPORTS TO:	Team Leader – Youth Support		
POSITION CLASSIFICATION:	Fixed Term Part Time		
AWARD/CERTIFIED AGREEMENT	Social, Community, Home care and Disabilities Award 2010 and CMY Collective Agreement 2015-2018 or any replacement agreement.		
LOCATION:	Carlton and Sunshine CMY Western Melbourne Orange Door	APPROVED BY:	Bec Lean
SALARY:	SCHADS Level 5 plus: <ul style="list-style-type: none"> <li>• Access to salary packaging</li> <li>• Superannuation paid as per the <a href="#">Super Guarantee</a></li> <li>• Annual leave loading</li> <li>• Generous entitlements including cultural leave options and flexible work arrangements</li> </ul>	LAST UPDATED:	July 2025

#### About CMY

The Centre for Multicultural Youth (CMY) is a non-profit organisation based in Victoria. We've been shaping culture since 1988. Our purpose is to create a society where multicultural young people live a life where they are connected and can fully reach their potential.

At CMY, we find the gaps, partner with experts, model the future and deliver real outcomes. We are the shaper of systems, attitudes and behaviours that create the society we all deserve. Find out more: [cmymy.net.au/about-us](http://cmymy.net.au/about-us)

#### About the Program Area

The Programs and Services function area of CMY develops and delivers a range of projects, programs and services that focus on building resilience and developing capability and capacity of multicultural young people within a strengths based, family and community focused approach. Programs and services are integrated and operate in a coordinated manner with a local, regional and state-wide focus. This project will sit in the Youth Support Portfolio of the Program and Services function area.

Led by CMY, in partnership with Anglicare Victoria (AV) and Nga Matai Purua (NMP), the *Safe and Connected* Project aims to improve responses to young people from multicultural backgrounds who present at The Western Melbourne Orange Door (TOD), either as part of a family or as an individual, to receive appropriate support as victim survivors in their own right. The CMY staff member will be co-located with the AV team at TOD.

<b>POSITION SUMMARY:</b>
<p>This position is co-located within TOD and is responsible for providing case management to multicultural young people who present TOD experiencing family violence as an individual or as part of a family. The focus will be on applying the "I need to know You're Safe" Framework, to ensure culturally and age appropriate responses to young people as victim survivors in their own right.</p> <p>This position will also facilitate / organise capacity building activities within TOD around the Framework and culturally responsive practice, as well as creating opportunities for NMP to feed into improving practice and processes.</p>

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#### JOB RESPONSIBILITIES:

- Utilise the “I need to Know You’re Safe” Framework plan, co-ordinate and implement individual case plans and/or groupwork as required by client cohort
- Under the direction of a supervisor (team leader/manager) provide guidance and support to other staff working with multicultural young people and families
- Document practice improvements to further refine the “I need to Know You’re Safe” Framework
- Plan, co-ordinate and deliver capacity building activities for TOD staff, and support capacity building activities delivered by NMP
- Undertake case-management of multicultural young people experiencing Family Violence, in collaboration with TOD staff, modelling culturally and age responsive practices.
- Maintain appropriate case notes, statistical records, documentation, case studies and reports as required by the organisation and funding bodies
- Liaise with legal services, police, Child Protection and the Courts, as required
- Develop and maintain relationships with other key service providers to facilitate referrals from and into both CMY and TOD programs and supports
- Set priorities and monitor workflow in the areas of responsibility, and exercise initiative and judgment where practices and direction are not clearly defined
- Develop and maintain collaborative, effective, and integrated working relationships with other service providers and community agencies and provide advocacy where required.
- Effectively deliver all program activities within a set budget.
- Assist leadership in the development of grant applications
- May be required to supervise junior staff and/or provide expert advice to employees classified at lower levels and/or volunteers
- Set priorities and monitor workflow in areas of responsibility, and exercise initiative and judgment where practices and direction are not clearly defined;
- Support leadership with the development/review of policies and procedures including establishing operational procedures within relevant program area
- Participate in supervision, professional development, reflective practice to develop and enhance best practice
- Contribute to a culture of Continuous Improvement and Learning organisation

#### KEY SELECTION CRITERIA:

1. Demonstrated knowledge and experience of managing complex caseloads and high-level knowledge of case work processes.
2. Sound understanding of Family Violence, the complexity of impacts for multicultural young people and their families, particularly access, barriers and equity issues.
3. Ability to plan, develop and deliver formal capacity building activities, as well as optimising opportunities for incidental practice development through co-location or co-casework.
4. Ability to manage own work and the capacity to work effectively within multidisciplinary teams with shared case-loads
5. Sound understanding of relevant principles, practices and legislation, including MARAM and Child Safety Standards.
6. Strong administrative, written, verbal and interpersonal communication skills, including the ability to effectively engage with stakeholders, communities, government and non-government organisations, and the general public.

#### QUALIFICATION REQUIREMENTS:

- Tertiary qualifications in a relevant discipline (ie social work, youth work, community development) and/or extensive work experience in the refugee and/or youth sector

#### ADDITIONAL INFORMATION:

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- This position is specifically for a person from multicultural background, under Special Measures of the Equal Opportunity Act;
- CMY takes Child Safety seriously and shortlisted candidates are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process. These include but are not limited to Police Record and Working with Children Checks, and child safety focused referee checks;
- Applicants must have the right to work in Australia;
- CMY is an Equal Opportunity Employer;
- In the context of Occupational Health and Safety all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S;
- This role will be based out of the Western Melbourne TOD and CMY Carlton office but travel to other CMY offices may be required.
- This role at times may require a capacity to work flexible hours including evenings and occasionally on weekends and evenings.

#### GENERAL REQUIREMENTS:

- Demonstrate CMY values and behaviours Participation, Diversity and Human Rights;
- Comply with the Employee Code of Conduct;
- Comply with CMY policies, procedures and regulations; and
- Consistent with the strategic directions of CMY carry out all other duties as directed.

#### CMY KEY OBJECTIVES AND ACTION STRATEGIES:

- My Community  
Young people are *connected, belong and contribute* to their families and the community.
- My Journey  
Young people are *empowered to access opportunities* and actively shape their own futures.
- My Voice  
Young people are *understood, accurately represented and influential*.
- My CMY  
CMY is a strong partner and recognised leader in working with diverse young people.

I have read, understood and approve the above position description:

Executive/Senior  
Manager Name

Executive/Senior  
Manager Signature

Date

I have read, understood and accept the above position description:

Employee Name .....

Employee Signature ..... Date ..... / ..... / .....