

POSITION TITLE:	Senior Multicultural Youth Worker (MYW)		
REPORTS TO:	Program Manager		
POSITION CLASSIFICATION:	Full Time, Fixed Term		
AWARD/CERTIFIED AGREEMENT	Social, Community, Home care and Disabilities Award 2010 and CMY Collective Agreement 2015-2018 or any replacement agreement.		
LOCATION:	Sunshine/Dandenong and work from home <i>(due to COVID-19 restrictions)</i>	APPROVED BY:	Jemal Ahmet
SALARY:	SCHADS Level 5 plus: <ul style="list-style-type: none"> • Access to salary packaging • Superannuation at 10% • Annual leave loading • Generous entitlements including cultural leave options and flexible work arrangements 	LAST UPDATED:	June 2021

About CMY

The Centre for Multicultural Youth (CMY) is a not-for-profit organisation based in Victoria, providing specialist knowledge and support to young people from refugee and migrant backgrounds. Our vision is that young people from migrant and refugee backgrounds are connected, empowered and influential Australians. Through a combination of specialist support services, training and consultancy, knowledge sharing and advocacy, we are working to remove the barriers young people face as they make Australia their home

About the Program Area

The Programs and Services area develops and delivers a range of programs and services that focus on building resilience and developing capability and capacity of multicultural youth within a strengths based, family and community focused approach. Programs and services are integrated and operate in a coordinated manner with a regional and state-wide focus.

CMY's Case Work Programs sit within the broader **Program and Services** area, and are specialist programs that work with multicultural, newly-arrived refugee and migrant young people and their families, who are at risk of multiple and intersecting barriers to maintaining or engaging in education, training, employment, stable housing, and the broader community.

These programs incorporates family centred approaches with culturally responsive service delivery that utilises a variety of strategies such as case management, counselling, group work, family mediation and practical support.

POSITION SUMMARY:
<p>This position is responsible for providing case management to multicultural, newly-arrived young people with a focus on developing a coordinated network of support and to promote young peoples' connectedness with family, school, peers, services and the community.</p> <p>This role may also include the provision of support, supervision and guidance to MYWs and Youth Facilitators engaged in youth support and casework activities across the organisation.</p>

JOB RESPONSIBILITIES:

- Take an active lead in case-managed support (with a prescribed caseload), including intake and assessment, information, counselling, assertive outreach, independent living skills, referral, case-planning and case review to newly arrived refugee young people, their families and Communities.'
- Under the direction of a supervisor (team leader/coordinator/manager) provide supervision, guidance and support to other junior youth support and casework staff
- Plan, co-ordinate and implement programs and groups as required by client cohort or the organisation
- Maintain appropriate case notes, statistical records, documentation, case studies and reports as required by the organisation and funding bodies
- Provide education, support and direction to colleagues in relation to best practice in youth support and casework with young people and their families
- Develop and maintain relationships with other key service providers to facilitate referrals from and into CMY programs
- Set priorities and monitor work flow in the areas of responsibility, and exercise initiative and judgment where practices and direction are not clearly defined
- In consultation and under the direction of a supervisor, develop and establish relationships and work collaboratively with key regional stakeholders in a range of forums Work within set budgets, including the effective delivery of all team and program activities
- Assist leadership in the development of grant applications
- 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. Demonstrated understanding of the complexity of issues affecting at risk refugee young people and their families, particularly access and equity issues for those who are newly arrived and speak a language other than English.
3. Ability to support,, induct and supervise individuals or small teams engaging in client facing work
4. Ability to manage own work and the capacity to work effectively in teams with shared case-loads across programs
5. Sound understanding of family conflict issues for multicultural, refugee and newly arrived young people and their communities.
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 REQUIREMENT:

- 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:

- CMY takes Child Safety seriously and short listed 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 Child 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;
- Due to COVID-19 restrictions, this role will require you to work both from home and in the office. The successful candidate will participate in a comprehensive orientation and will be provisionally assigned any relevant equipment. This role will be based out of one of the CMY offices (Sunshine /Dandenong) but regular travel to other CMY offices is expected.
- This role requires a capacity to work flexible hours including evenings and occasionally on weekends; and
- A current driver's license is required as this role requires a capacity to travel throughout Victoria
- In line with Victorian Government Vaccination requirements, the successful applicant must be fully vaccinated with a TGA approved COVID-19 vaccine and provide evidence of COVID 19 vaccination prior to commencement

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 Peta Fualau

Executive/Senior Manager Signature Pfualau Date 11/01/2022

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

Employee Name

Employee Signature Date / /