

**POSITION DESCRIPTION – Multicultural Community Engagement Worker****Part 1 – Expectations for Your Role**

Position	Multicultural Community Engagement Worker
Service / Program	Mental Health, Alcohol and Other Drugs
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 3
Reports to	Team Leader Community Engagement & Partnerships
Effective Date	September 2025

Key Deliverables

Utilising your lived experience as a member of a multicultural community you will:

- Work with other core areas of service provision within the headspace model such as clinical team, school services, peer workers and the IPS work and study program.
- Ensure genuine youth engagement in headspace Dandenong by providing leadership and support to the Youth Reference Group – 3D Youth.
- Assist the Team Leader Community Engagement & Partnerships to establish and maintain strong relationships with multicultural communities.
- Attend and represent headspace Dandenong at relevant community events, forums and meetings.
- Identify and engage key community leaders and stakeholders from multicultural communities.
- Support the Team Leader Community Engagement & Partnerships to co-design initiatives with young people and multicultural communities.
- Provide psychoeducation and other skills-based programs to young people, families, carers and community members which promote early help-seeking and facilitate engagement with services.
- In collaboration with the community engagement team deliver and evaluate community information and education sessions with a focus on the reduction of stigma across CALD communities through increased understanding and knowledge of youth mental health problems.
- Excellent organisational and time management skills, and ability to be a team-player and self-directed.
- Accurately maintain all client data, records and reporting processes, in a timely manner.
- Ability to work flexible hours including evenings and weekends.

Skills

- Understands key issues facing young people, their families and the community from culturally diverse backgrounds.
- Understanding of and commitment to human rights and social justice.
- Understanding of principles of trauma-informed care.
- Ability to monitor own well-being, practise self-care and seek support where necessary.
- Ability to develop knowledge and learn new processes.



- A positive and person-centred approach with a guiding belief about everyone's capacity to grow within and beyond their current circumstances.

Experience and Knowledge

- We are seeing applicants from culturally and linguistically diverse backgrounds.
- Demonstrated knowledge and experience in community engagement.
- Demonstrated experience in working with young people.
- Demonstrated ability to develop and facilitate group programs.
- Awareness of key mental health legislation and frameworks.
- Highly developed interpersonal skills, written and verbal communication skills.
- Competent technology literacy skills and a sound knowledge of Microsoft office suite

Highly desirable

- Diploma in Community Services, Mental Health or equivalent qualification.
- Experience with group facilitation.
- Community language skills.
- Understanding of and commitment to human rights and social justice.
- Understanding of family violence.
- Understanding of trauma-informed care.
- Understanding of cultural diversity, intersectionality, marginalisation, and implicit bias.

Qualification/Registrations/Licences

- Current State based driving license.

Physical Requirements

- Ability to sit for extended periods and use office equipment.
- Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- Ability to travel locally to Each locations and various locations in the community.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.



- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.