



POSITION DESCRIPTION – Youth and Family Worker – Youth Outreach Recovery Support	
Part 1 – Expectations for Your Role	
Position	Youth and Family Worker
Service / Program	Youth Outreach Recovery Support (YORS)
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 4
Reports to	Team Leader – Youth Outreach Recovery Support (YORS)
Effective Date	August 2026

Key Deliverables

- Establish and maintain strong, supportive and professional working relationships with clients via outreach and technology.
- Direct outreach and telehealth support to clients with complex mental health needs via individual support and recovery coordination.
- Work collaboratively with participants to support their individualised recovery goals and liaise with family, carers and involved professionals to support this process.
- Support implementation of a diverse range of evidence informed psycho-social group supports.
- Provide a coordinated response with other stakeholders (including families, care team members, housing and health services) to improve clients' physical and mental health and wellbeing.
- Liaise with other services involved in client recovery to ensure collaborative approach to care.
- Support integration in and out of Each's Youth Residential Recovery programs
- Complete required organisational accountability and reporting requirements in an accurate and timely manner.

Skills

- Demonstrated ability to build positive relationships and communicate with people of diverse backgrounds, cultures and abilities.
- Well-developed case management, organisational and time management skills.
- Demonstrated understanding of the context and systems associated with mental health and youth development.
- Demonstrated ability to work collaboratively with others towards effective client solutions, including being part of an effective care team approach.
- Ability to remain calm, composed and clear in crisis and stressful situations.
- Good interpersonal and communication skills, both verbal and written.



Experience and Knowledge

- Experience working therapeutically with young people and families.
- Understanding of youth mental health, the impacts of trauma, homelessness, early school departure and family conflict.
- Understanding of the principals of youth development and recovery.
- Understanding and sensitivity to the needs of LGBTQI and Aboriginal communities.
- An understanding of the issues and context associated with family violence.
- A working knowledge of community-based and government organisations.

Qualification/Registrations/Licences (Mandatory only)

- Bachelor qualification in Social Work, Psychology, Counselling, Youth Work, Occupational Therapy, Nursing, or Community Services
- Applicants holding a diploma-level qualification in one of the above disciplines may also be considered where they can demonstrate substantial experience supporting young people with mental health, wellbeing or psychosocial challenges
- Valid First Aid and CPR certification, or willingness to obtain prior to commencement
- Current Driver's License with legal authority to drive in Victoria using own roadworthy vehicle and Each Fleet vehicles assigned to the program

Vehicle Use Requirements

Employees may be required to use their personal vehicle for work-related travel when a fleet vehicle is unavailable.

Where employees transport clients and/or staff in their personal vehicle, they must hold comprehensive motor vehicle insurance.

Highly regarded Qualifications and/or Certifications

- Postgraduate qualifications are desirable
- Knowledge and experience in related fields such as AOD, family therapy, Allied Health etc.

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks, including documentation and reporting.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops, office supplies, resources, and materials).
- **Visual & Auditory:** Ability to read documents and communicate effectively with clients, colleagues, and stakeholders in person, by phone, and via video.
- **Travel:** Ability to travel locally to Each locations and community settings. Regular outreach work and client visits may require driving between locations.

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.



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.

Our Commitment to Inclusion at Each

At Each, inclusion is at the heart of how we work, connect and care. We are committed to creating a workplace and services that are safe, welcoming and responsive, where every person feels respected, valued and able to be themselves.

We celebrate and actively support diversity in all its forms, including Aboriginal and Torres Strait Islander peoples, LGBTIQ+ communities, people with disability, people from diverse cultural and faith backgrounds, people of all ages, and those with lived and living experience of our services.



All employees, volunteers and contractors at Each are expected to:

- Treat others with respect, curiosity and care
- Contribute to a workplace free from discrimination, bullying and harassment
- Engage in culturally safe and responsive ways
- Speak up and take action when behaviours do not align with our values
- Participate in learning to strengthen inclusion, equity and belonging

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 Compliance

- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

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.