



<b>POSITION DESCRIPTION – Youth Outreach Worker</b>
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<b>Part 1 – Expectations for Your Role</b>
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<b>Position</b>	Youth Outreach Worker
<b>Service / Program</b>	Child, Youth and Family Wellbeing Directorate
<b>Industrial Instrument</b>	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
<b>Instrument Classification</b>	Level 4
<b>Reports to</b>	Manningham Youth Services Team Leader
<b>Effective Date</b>	June 2026

### Key Deliverables

- 1.1. Deliver a place-based youth navigation and referral service that provides a clear, accessible and youth-friendly entry point for young people aged 10–25 to connect with appropriate supports in their local community. The model focuses on early engagement, immediate triage, brief assessment and short-term support (up to 5 sessions), followed by warm referral where needs extend beyond the scope of the service.
- 1.2. Be able to strategically communicate, plan and work in partnership with existing community-based organisations and services including primary, secondary, and tertiary level education providers.
- 1.3. Listen, understand and assess client needs from a biopsychosocial lens, informed by preferences and objectives to develop intentional pathways to support via referral and through consultation with the help seeking young person.
- 1.4. Deliver low-intensity support and high-level client throughput to reach the targets set within the service model.
- 1.5. Work to a flexible roster that maximizes the opportunity to connect with young people through an outreach and place-based model which will include one Saturday per fortnight for up to 5 hrs.
- 1.6. Have a strong ability to be self-directed and work unsupervised, as well as being able to connect with the wider Youth Stream staff for support and guidance as required.
- 1.7. Be able to work with a broad range of marginalized, disadvantaged and diverse people groups, including First Nations, CALD, LGBTIQ+, Neurodivergent and others.
- 1.8. Create and maintain comprehensive documentation for continuous improvement and client management using program data systems.
- 1.9. Attend regular supervision and PD sessions in consultation with your allocated line manager.



- 1.10. Undertake relevant administrative tasks associated with the provision of service. This may include, but is not limited to case notes, care-planning, program development, portfolio management, marketing content and risk management.
- 1.11. Be accessible within a flexible work model, as well as responsive to needs that become evident and require triaging. This may also be a directive from upline management, Director, or Exec leadership.
- 1.12. Be able to plan, prepare, deliver and evaluate group-based programs that meet identified needs impacting local young people, at times working with stakeholder services both internal and external to Each to deliver these programs.
- 1.13. Have own reliable vehicle that you will use for travel through your working shifts, with kilometers and wear and tear on your vehicle compensated.

## **Qualifications and skills**

### Experience and Skills

- 2.1. At least 2 years of experience in delivering direct support to young people aged 10-24 years of age, with a majority of your work being defined as deliberative outreach.
- 2.2. Understand the general and more trending challenges that young people face around social and public health.
- 2.3. Work collaboratively with stakeholders (clients, teams, agencies or schools) to co-design programs, along with delivering safe and coordinated responses for young people in a 1:1 capacity.
- 2.4. Excellent written, verbal communication and computer literacy skills.

### Mandatory Qualification/s, Competencies and/or Licenses

- 3.1. Qualification in Youth Work or a related field.
- 3.2. Up to date First Aid and CPR Qualification
- 3.3. Adhere to Child Safe Standards of practice
- 3.4. Current Drivers Licence & your own vehicle

### Highly regarded Qualifications and/or Certifications

- 4.1. Education or training in Mental Health, Dual Diagnosis or Family Therapy



### **Physical Requirements:**

- 5.1. Be able to sit at a computer for up to 6 hours per day.
- 5.2. Be able to drive to a destination within Whitehorse and work in various conditions to best connect with young people, for up to 6 hours per day, either standing or sitting.
- 5.3. Lift and carry equipment / resources / up to 10 kgs.
- 5.4. Able to walk up to 2 km for the purpose of outreach, reaching desired destinations.

### **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.