



| POSITION DESCRIPTION – Youth and Family Worker Casual - Integrated Therapeutic Community (ITC) |                                                                              |
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| Part 1 – Expectations for Your Role                                                            |                                                                              |
| Position                                                                                       | Youth and Family Worker - Casual                                             |
| Service / Program                                                                              | Integrated Therapeutic Community (ITC)                                       |
| Industrial Instrument                                                                          | SACS - EACH Social and Community Service Employees Enterprise Agreement 2017 |
| Instrument Classification                                                                      | Level 3                                                                      |
| Reports to                                                                                     | Team Leader - Integrated Therapeutic Community (ITC)                         |
| Effective Date                                                                                 | July 2026                                                                    |

Position Summary

Reporting to the Team Leader, with support from the Senior Worker, the Youth and Family Worker – Casual provides support to young people ranging from 12-25 years who are experiencing significant mental health and complex support needs, and/or who are at risk of homelessness and experiencing deteriorating family and social connections. The Youth and Family Worker Casual – ITC will bring a strengths-based approach to the role, looking for opportunities to complement and support existing client strengths and capacities.

The role involves provision of support to young people within the therapeutic community environment including support through the implementation of social and/or psychological strategies, therapeutic group work, individual 1:1 support sessions, and family support. As a casual role, the position does not carry an ongoing caseload but will provide support to permanent staff as required. The position will work in collaboration with other service providers in the region. In addition to working in a therapeutic community youth residential setting, the role will connect and be responsible for delivering integrated services across key youth and family services at Each including Each’s Youth Outreach Recovery Support (YORS) program.

Key Deliverables

- Establish and maintain strong, supportive and professional working relationships with clients.
- Direct residential based 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 as needed.
- 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 organisational and time management skills.
- 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.
- Demonstrated understanding of the context and systems associated with mental health and youth development.
- Understanding of youth mental health, the impacts of trauma, homelessness, early school departure and family conflict.
- Understanding of the principles 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

- A tertiary qualification in social work or other relevant discipline/profession.
- Eligibly for membership with the relevant professional body.
- Valid First Aid and CPR.
- Current Drivers License with legal authority to drive in Victoria using own roadworthy vehicle. Employees are required to use their own vehicle during work hours.

## Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **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 or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to travel locally to Each locations and within the community.

### 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, LGBTIQA+ 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.