

POSITION TITLE	Youth and Family Worker – MyLife
REPORTS TO	Team Leader – MyLife
LOCATION	Pakenham
KEY CONTACTS	Other Agency Staff Client Families Relevant government and community agencies Other Agency Stakeholders

Anchor's Values



Belief

We believe in the potential of every individual experiencing homelessness. Our focus goes beyond shelter—prioritising resources and support to nurture agency and foster growth. We empower individuals to take control, create their own pathways towards a self-determined future.



Authenticity

We value real connections and open dialogue with our clients, staff, and partners. By fostering a culture of honesty and acceptance, we create transparent, trustworthy relationships. We celebrate and embrace the diversity that makes up Anchor, giving a platform for all individual voices to be heard.



Collaboration

We value the diverse experiences and perspectives of all involved in our mission. Across a diverse set of teams, we foster a sense of unity, listening and working together to achieve the best outcomes for our clients. For while our specific work may be different, what we work towards is the same.



Empathy

Support at Anchor is deep, meaningful, and client-centred. We understand that no two individuals experience the same disadvantage, nor have the same aspirations. Every day in our work, we take the time to understand each client, understanding their journey. We place our clients' needs before our own, especially at times of crisis.

About the MyLife Project

Anchor provides high quality services that will bring about significant improvements in the life experience of children, young people and families/caregivers. Anchor prides itself in working from a strengths-based, trauma informed model of care, Advantage Thinking and Self-Determination Theory, where the voice of clients and carer's are considered a priority to informing our practice and service development.

The MyLife team's purpose is to empower the voice of the individual, and to support and promote positive change as they are experts in their own lives. MyLife is a multi-disciplinary team that works together to ensure that children, young people and families receive seamless support as they move across the pathways. This team delivers a range of interventions that are individualised and funded through Targeted Care Packages, primarily used to either transition young people out of or ensure young do not enter residential services.

Position Summary

This is a key role contributing to Anchor's purpose of making it possible for people to attain safe, secure and stable housing and will support Anchor's values, vision, and goals. The Youth and Family worker will have specialist knowledge and demonstrated competencies of trauma informed practice including development, and a thorough understanding of the statutory system.

The Youth and Family Worker is required to work constructively with young people from diverse backgrounds, including those from culturally and linguistically diverse backgrounds. Our young people and families are supported by individualised targeted care packages designed around the needs and wants of the young person and that may require staff to adapt their practice to meet the individual's needs.

People in this role are expected to assume a positive and balanced approach to work. This includes actively working towards a healthy and respectful environment free from harassment and discrimination.

Accountabilities

The primary objectives of the role are, but not limited to:

- Provide individualized support to the client and family, assessed as needed. This may include:
 - in-home support.
 - assisting young people to develop independent living skills and community connections.
 - delivering targeted support focusing on education and employment pathways.
 - other targeted support assessed as necessary.
- Develop and maintain case plans in consultation with young people.
- Maintain accurate, comprehensive participant records and statistical data in accordance with Anchor's policies.
- Remain informed of relevant changes within the sector and client groups as well as government funding, standards and policies.
- Other duties, as directed by the Case Manager and Team Leader MyLife.

Anchor's Capability Framework

The Anchor Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment. These capabilities work together to provide an understanding of the knowledge, skills and abilities required of staff in this role.

Key Capabilities

Client Focus	Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs.
Problem Solves	Uses and shares experience and knowledge of work area to assist in the development of solutions for day-to-day problems.
Advocacy	Advocates for clients to advance their interests in line with Anchor's objectives
Empowerment	Enhances people's ability to use their own resources and capacities to solve problems and achieve goals.
Continuous Improvement	Responds proactively to a continuous improvement environment and changing circumstances and adjusts activities when necessary.
Teamwork	Offers constructive feedback and provides balanced and informed perspectives at team meetings.
Listens, Understands, Adapts	Listens carefully to others, ensures mutual understanding and actively addresses any miscommunications.

Integrity	Understands and models Anchor's social, ethical and organisational standards and responsibilities in all interactions.
Autonomy	Manages time and uses tools effectively to assist with planning and organising, referring to supervisors as required.

Inherent requirements of Work Activities/Environment

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage changing workloads, competing priorities and demands.	Daily
	Work in a team environment, supporting team members always.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments.	Regular
	Work irregular hours, including after hours.	Regular
	Work in buildings which may be two-story.	Regular
	Work in open plan office.	Regular
	Sit at a computer or in meetings for an extended period, concentrating for long periods of time	Regular
People Contact	Work closely with clients to support them.	Daily
	Work closely with Key Worker and Team Leader.	Daily
	Liaise with other agency staff.	Regular
	Advocate on behalf of clients.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, significant others, family members, advocates, doctors, police.	Regular
	Engage with appropriate community networks and consultation opportunities to enable better service delivery.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: completing participant records and preparing routine reports.	Daily
	Use technology including computers, telephones/mobiles, conferencing technology such as Microsoft Teams/WebEx and Zoom and a range of databases and software.	Daily
Transport	Drive vehicles, possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behavior, verbal or physical.	Occasional

Mandatory Qualifications and Licences

- Degree qualification in Social Work, Psychology, and/or related behavioral sciences, together with relevant workplace experience or;
- Advanced diploma qualification in Social Work, Psychology, and/or related behavioral sciences, together with relevant workplace experience.
- Completion of a Criminal History Check and Working with Children Check on 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.
- Level 2 First Aid Certificate, or the willingness to undertake/gain the qualification.
- Current Victorian drivers' licence.

Skills, Experience and Knowledge

- Knowledge and demonstrated understanding of Trauma Informed Practice and Advantage Thinking.
- Knowledge of the services, processes and networks that are needed and utilised by Anchor's client group in the relevant region.
- Knowledge and experience related to infant and adolescent development, mental health and substance abuse.
- Highly effective interpersonal and communication skills.
- Strong organisational skills and the ability to set priorities within the context of competing demands.
- Demonstrated ability to work flexibly, independently and co-operatively in a dynamic team environment.
- Willingness to work within the Agency's philosophy and values.
- Computer literacy including Microsoft Office suite and Anchor systems.

Expected behaviours for all Anchor staff

- Acts in accordance with Anchor's code of conduct, and is committed to Anchor's vision, purpose and values
- Acts in accordance with Anchor's health and safety policy and management system, including our Psychosocial Health and Wellbeing framework of ME, WE, US
- Values and promotes inclusion and diversity, and is not discriminatory against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities
- Abides by the Child Safety and Wellbeing Policy and requirements in meeting the Victorian Child Safety Standards, a legislated amendment under the Child Safety Act 2005.
- Demonstrates a customer focus by prioritising the needs and outcomes of staff and clients
- Acts in a manner consistent with Anchor's policies, including social inclusion, equal opportunity, privacy and confidentiality
- Contributes to a workplace environment which supports peers, develops teamwork and collaboration and positively contributes to group activities
- Participates in staff meetings, program planning, coaching sessions, professional development sessions and service planning meetings
- Participates in formal supervision and coaching processes, probationary and annual performance appraisals
- Contributes to innovation and continuous improvement
- Successfully completes all mandatory training in a timely manner, to support high quality, safe and effective service delivery.

Statement of Commitment to Child Safety and Wellbeing

Anchor has zero tolerance for abuse, neglect or harm of children. We are committed to the safety and wellbeing of all children participating in our programs and the welfare of children is always our first priority.

We create environments where all children and young people are valued, empowered and feel safe. Anchor recognises the history and impact of white settlement upon our First Nations people and ensures the cultural safety of Aboriginal and Torres Strait Islander children. Anchor understands and addresses additional barriers faced by children from culturally and linguistically diverse backgrounds. Anchor acknowledges that children with a disability and LGBTQI+ children have additional vulnerabilities and Anchor responds to their individual needs to ensure their inclusion, empowerment and wellbeing.

Diversity and Inclusion

Anchor is proud to be an equal opportunity employer. We celebrate diversity and are committed to employing a diverse workforce and creating an inclusive environment for all employees.

Employee Declaration

I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed regularly to maintain its relevancy and meets organisational objectives.

Employee Name	
Employee Signature	
Date	