

Culturally & Linguistically Diverse (CALD) Health Worker – Malmsbury Youth Justice

position number	iChris
status	Part Time fixed-term (TP)
network	Services
agreement	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
classification	Social and Community Services Level 4
reports to	Nurse Unit Manager
Functional Relationships	<p>Nurse Unit Manager</p> <p>Clinical Services Officer (CSO)</p> <p>Internal and External Healthcare Providers</p> <p>cohealth clinical and non-clinical staff</p> <p>Key community organisations</p> <p>Justice Health</p> <p>Operations Lead - cohealth</p> <p>Department Justice and Community Safety (DJCS) staff</p> <p>Clinical Services Manager</p> <p>Support Services Manager</p> <p>General Practitioner</p>

about us	cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne's CBD, and northern and western suburbs.
what we do	Our work aims to improve the health and wellbeing of our communities and address health and social inequality.
our organisation	cohealth is a community health organisation with an ambitious strategic plan. Our mission is to improve health and wellbeing for all



	and tackle inequality, in partnership with people and the communities they live in.
our people	People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights.
diversity and inclusion	We want people of all ages, gender identities, sexualities, cultural backgrounds, and abilities to feel safe to bring their whole selves to cohealth. We are a Rainbow Tick Accredited organisation with over 20% of our staff from the LGBTQIA+ community. To find out more about us click here

network overview

Services Network

The Services Network is responsible for delivering a wide range of health and social support services in Melbourne's CBD, northern and western suburbs, and rural locations across Victoria and Tasmania.

position overview and purpose

The Malmsbury Youth Justice Precinct is a regional custodial facility located in central Victoria, supporting young people aged 15–24. The precinct recommenced operations in April 2026 and is currently in a phase of service establishment, growth, and system development, with capacity expanding over time.

cohealth delivers a multidisciplinary health service within the custodial environment, including:

- Primary health care
- Mental health support
- Alcohol and other drug (AOD) services
- Dental and allied health care
- Intake screening, assessment, triage, and referral

Working in a regional custodial setting presents unique opportunities and challenges. Young people at Malmsbury may experience:

- Disconnection from family, culture and community supports due to distance
- Limited access to external services compared to metropolitan sites
- Increased need for proactive engagement and care coordination

cohealth works in partnership with the Department of Justice and Community Safety (DJCS) to deliver care that is flexible, equitable and responsive to these contextual needs.



The CALD Health Worker plays a vital role in supporting culturally safe, inclusive, and responsive healthcare for young people from culturally and linguistically diverse backgrounds.

This role focuses on:

- Building trusted relationships in a custodial environment
- Supporting engagement with health services, particularly where there may be cultural or language barriers
- Providing cultural advocacy and brokerage within the care team
- Strengthening connection to culture, identity, and community where possible

You will work as part of a multidisciplinary team, supporting young people throughout their time in custody—from intake through to transition and reintegration into community.

Given the regional context of Malmesbury and the evolving service model, this role requires flexibility, initiative, and the ability to contribute to service development and innovation.

A trauma-informed, strengths-based, and culturally safe approach is essential.

The CALD Health Worker will work within a multidisciplinary team and will support the young person from reception all the way through to release into the community. This position is designed to provide support to young people in a way that is culturally sensitive for the young person.

key accountabilities

service delivery

Culturally Safe Engagement and Support

- Build respectful, trusting relationships with young people from CALD backgrounds
- Provide culturally safe, person-centred support that recognises identity, culture and lived experience
- Support engagement with health services, particularly for young people who may be hesitant or disengaged
- Promote health literacy in ways that are meaningful and accessible

Cultural Brokerage and Advocacy

- Act as a cultural bridge between young people and the multidisciplinary team
- Share cultural insights to support responsive, appropriate care
- Advocate for young people's needs, preferences, and cultural considerations
- Identify and help address barriers related to language, culture, and system access

Care Coordination, Transition and Connection

- Work alongside clinicians to support holistic care planning
- Assist with referrals and follow-up care, noting limited external service access in a regional setting



	<ul style="list-style-type: none"> • Support continuity of care throughout custody • Contribute to transition and reintegration planning, including connection to community-based services • Support engagement with families and community supports where appropriate, recognising potential geographic and access barriers <p>Working in a Custodial and Regional Environment</p> <ul style="list-style-type: none"> • Work safely and effectively within a secure custodial setting • Respond to challenging situations using trauma-informed and de-escalation approaches • Maintain clear and consistent professional boundaries • Recognise the impact of isolation, distance, and environmental factors on young people's wellbeing • Adapt approaches to suit a developing service environment with evolving systems and processes <p>Documentation and Teamwork</p> <ul style="list-style-type: none"> • Maintain accurate, timely and confidential client records • Work collaboratively within a multidisciplinary team • Communicate effectively with internal and external stakeholders • Contribute to care planning and service development
<p>health promotion and literacy</p>	<ul style="list-style-type: none"> • Support the development and delivery of culturally appropriate group programs • In collaboration with the Health Promotion Officer, tailor existing cohealth and Justice Health curriculums and content to reflect unique cultural needs of the Malmsbury cohort • Promote wellbeing, identity, and cultural connection through programs where possible
<p>culture and teamwork</p>	<ul style="list-style-type: none"> • Champion cohealth's culture to promote teamwork, employee development and empowerment in order to foster a culture of high performance and a workforce which demonstrates behaviours consistent with cohealth's values.
<p>quality & continuous improvement</p>	<ul style="list-style-type: none"> • Contribute to the principles of continuous improvement as contained in cohealth's quality system and ensure compliance with cohealth policies/procedures. • Support the development of culturally responsive practices within a new and growing service • Contribute to the implementation and improvement of the quality systems within cohealth, in particular the Primary & Community Care Directorate, and ensure compliance with documented procedures and processes.

	<ul style="list-style-type: none"> Proactively engage in relevant Communities of Practices across cohealth as relevant.
health & safety compliance	<ul style="list-style-type: none"> Provide and maintain a working environment that, as far as reasonably practicable, is safe and without risks to the health, safety and wellbeing of all (employees, contractors, volunteers). Maintain awareness of and compliance with health and safety policies and procedures to maintain a safe working environment. Take corrective action to remedy safety hazards or risks and restore a safe working environment.
others	<ul style="list-style-type: none"> Undertake reasonable specific projects or tasks as directed by the Health Service Manager.

position requirements

- Qualification in health, community services, or a related field (or equivalent experience)
- Demonstrated connection to, or lived experience within, a CALD community
- Working with Children's Check (WWCC)
- National (and international if required) Police Check Current
- Immunisation Category A and proof of COVID vaccination to be produced upon request
- Successful candidates will be required to undergo a Department of Justice & Community Safety security clearance prior to commencement

key selection criteria

Essential

- Experience working with young people, particularly those from CALD backgrounds
- Ability to build trust and engage young people in a respectful and culturally safe way
- Strong interpersonal, communication and relationship-building skills
- Ability to work flexibly in a regional and developing service environment
- Demonstrated cultural knowledge and ability to apply this in practice
- Ability to advocate for young people and address barriers to care
- Capacity to work collaboratively within multidisciplinary teams
- Ability to manage challenging situations and maintain professional boundaries
- Understanding of trauma-informed and strengths-based practice
- Experience working with, and an awareness of the issues that affect, people from culturally and linguistically diverse backgrounds and people from marginalised communities
- Strong belief and personal alignment in cohealth Values and Mission

Desirable

- Proficiency in a community language relevant to the Youth Justice cohort (e.g. Arabic, Dari, Pasifika languages, African languages such as Dinka, Somali, Amharic)
- Experience delivering group programs or health education
- Experience supporting transition and reintegration into community



- Experience engaging families or community supports
- Experience working in regional, custodial, or service establishment settings
- Experience or understanding of Youth Justice, custodial, or other complex environments

cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.

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