



POSITION DESCRIPTION

POSITION DETAILS

Title	Lead Tenant
Position Number	PD095
Status & Duration	Volunteer (minimum 12-month commitment required)
Qualification	Although this position does not require any formal qualifications, an understanding of adolescent development and trauma would be highly regarded
Reports to	Residential Care Case Manager
Direct Reports	NA
Location	Mildura
Approved By	CEO

ORGANISATIONAL CONTEXT

MASP is a not-for-profit community-based organisation with a long history of service provision to disadvantaged and vulnerable members of our community.

MASP delivers a range of services to children, youth, families, and people with a disability. We focus on outcomes for our clients and seek therapeutic models of care and a trauma-informed approach.

We seek to be the benchmark organisation by which others model themselves.

Further details about MASP can be found on MASP's website www.masp.org.au

ABOUT US

Purpose: To empower our community to be free from homelessness, abuse, poverty, and disadvantage.

Vision: Thriving Mallee communities, with individuals and families equipped to lead safe, secure, healthy, and fulfilling lives.

OUR VALUES

CONNECTED: We nurture trusting, collaborative, and inclusive relationships.

ACCOUNTABLE: We employ authentic, competent, evidence-based practice.

RESPONSIVE: We demonstrate kind, flexible, timely, and personalised care.

EMPOWERING: We cultivate a strengths-based and enabling environment.

SAFE: We embrace a culturally safe, trauma informed, and dependable ethos.

POSITION OVERVIEW

The Lead Tenant Program is a medium-term out-of-home care placement designed for young people aged 16 to 18 who are unable to live with their families and are subject to statutory orders under the *Children, Youth and Families Act 2005*.

This program offers enhanced funding to deliver tailored, individualised support to each young person. It provides a safe, semi-independent living arrangement where young people reside alongside a live-in volunteer Lead Tenant. These adult volunteers offer daily guidance, positive role modelling, and contribute to creating a stable and supportive home environment.

Lead Tenants work in close partnership with program staff to monitor the wellbeing of the young people and respond to their needs, ensuring a consistent and caring approach to their development and transition to independence.

We welcome applications from individuals from all walks of life – from working professionals to tertiary students – who are passionate about making a positive difference in the lives of young people.

KEY PERFORMANCE INDICATORS

Some of the Key Performance indicators for success in this role are:

1. Positive Engagement with Young People

- Consistently builds and maintains respectful, supportive relationships with young people.
- Encourages and reinforces positive behaviour, routines, and healthy choices.

2. Role Modelling and Household Contribution

- Demonstrates appropriate daily routines, including shared household responsibilities.
- Maintains a clean, safe, and respectful living environment.

3. Communication and Reporting

- Communicates effectively and promptly with Case Workers, the Senior Worker, and Team Leader regarding household or resident concerns.
- Appropriately escalates emergencies or urgent matters via the On-Call system when needed.

4. Professional Conduct and Boundaries

- Always maintains professional boundaries and confidentiality.
- Acts as a responsible adult figure rather than a parent or authority.

5. Commitment to the Program

- Demonstrates reliability and consistency in the Lead Tenant role.
- Engages with training, supervision, or reflection activities as required.

6. Contribution to Youth Outcomes

- Supports young people in developing independence, life skills, and resilience.
- Assists in creating a stable environment that promotes progress toward their individual goals.

KEY SELECTION CRITERIA

The ideal volunteer will demonstrate:

1. A basic understanding of adolescent development, including safety needs, behavioural patterns, and key developmental stages.
2. The ability to build genuine rapport with young people and engage them consistently using strength-based, youth-focused approaches.
3. A commitment to respecting and maintaining the privacy and confidentiality of young people and fellow Lead Tenants.
4. Effective communication skills, with the ability to liaise appropriately and promptly with allocated Case Workers, the Senior Worker, Team Leader, and the young people themselves.

Highly desirable:

5. A current driver's license and First Aid certification.
6. Knowledge and experience working with individuals affected by family violence, trauma, mental health concerns, disability, or other complex needs.

CHILD SAFE STANDARDS

MASP is committed to providing a child safe environment. We demonstrate this by:

- Having zero tolerance for child abuse
- Actively working to listen to empower children
- Having systems in place to protect children from abuse
- Taking all child abuse allegations and concerns very seriously and responding to them consistently in line with our policies and procedures
- Promoting safety for Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and providing a safe environment for children with a disability.

OTHER REQUIREMENTS

Volunteers must comply with MASP Policies and Procedures.

This position with MASP is contingent upon all volunteers holding the following at the time of commencement:

- Satisfactory Police Check
- Satisfactory Working with Children Check
- Satisfactory NDIS Worker Screening Clearance
- Driver Licence

It is the responsibility of the volunteer to maintain these checks for the duration of their volunteering and to the satisfaction of MASP.

Depending upon the role, volunteering with MASP may also be contingent upon the volunteer holding the following at the time of commencement:

- Satisfactory completion of a Fit for Work Assessment

As a condition of appointment to this position, the appointee must disclose any pre-existing illnesses or injuries which may prevent them from carrying out the duties of their position.