

<b>POSITION:</b>	<b>Lived Experience Advisor</b>
<b>REPORTS TO:</b>	<b>Lived Experience Team Coordinator</b>
<b>DATE CREATED:</b>	<b>January 2026</b>

## ORGANISATIONAL ENVIRONMENT

MCM (Melbourne City Mission) is a leader and innovator in the provision of services to the community. Established in 1854, MCM is a non-denominational organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider MCM's work is focused on supporting people to have agency in their own lives and participate fully in in community life. MCM's service profile includes Children; Young People; Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent MCM advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

All of our work is realised through the MCM Values: Together; Courageous and Curious; Open and Accountable.

## JOB CONTEXT

The MCM Policy, Advocacy, Government Relations and Lived Experience team (PAGLE) believe that young people who have experienced disadvantage hold valuable knowledge and expertise and can teach us about the systems and services that support them in the best ways.

The MCM Policy and Advocacy team functions across four conceptual domains:

- **Government Relations:**  
Building and maintaining strong working relationships with key government stakeholders across state, federal and local governments, including members of parliament, advisers and within the public service.
- **Policy development:**  
Developing the research, policy and solutions needed to achieve our vision of an inclusive, fair, and equitable society.
- **Advocacy:**  
Identifying and implementing advocacy strategies to achieve the change needed, including through Government relations, submissions, engagement with the media, collaborations with other sector organisations or allies.
- **Lived Experience:**  
Developing, coordinating, and implementing an organisation-wide Lived Experience & Engagement Framework including PAGLE's Implementation Plan.

MCM's Lived Experience Engagement Participation (LEEP) framework provides the guiding principles from which the role of Lived Experience Engagement Advisor will operate: Inclusive; Integrity and Accountability; Action-oriented; Strengthening; and Incorporated.

## JOB PURPOSE

The Lived Experience Advisor role will be part of strengthening and embedding the voices and insights of lived experience into the organisation in line with MCM's Strategic Plan 2023-27.

MCM Group is when we refer to the three organisations under the MCM banner, which are MCM, MCM Housing, Hester Hornbrook Academy, and Quantum Support Services.

This is a part-time position. The position will provide a learning and development opportunity to build on skills, capacity, understanding, and confidence working in an organisation. Working with internal and external stakeholders and across different projects and different forms of Media (e.g. Radio, social media, television, newspaper).

## JOB OBJECTIVES

### **Duties of this role may include but are not limited to the following:**

- Implement lived experience and expertise across the MCM Group adding practice wisdom to benefit and increase the capacity of the organisation to better respond to the needs of people we support.
- Participate in lived experience practice and may include insight, advice, design-thinking and/or project-based participation that underpin services and models for the people we support including:
  - Designing new programs and improving existing ones.
  - Involvement in research projects.
  - Writing articles for internal and external communications
  - Advocacy including participation on panels, conferences, external meetings and media.
  - Supporting marketing and communications team with creation of new resources and advertising.
  - Supporting philanthropy and fundraising including developing campaigns and events such as Sleep @ the G.
  - Providing advice to MCM Housing staff in relation to design of new housing models.
  - Advising executive and boards on a range of areas.
- Collaborate with Policy, Advocacy and Government Relations team to understand and implement current advocacy, strategies and projects that include lived experience participation.
- Participate in supervision and internal meetings.
- Commitment to punctuality and attendance to the role performance.

- Ensure services are delivered within the framework of MCM’s policies and procedures, legislative requirements which will be introduced in the induction training period.
- Implement strategies to maintain personal wellness and request support (as required).

## KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM and MCM Housing employees, expert consultants, and stakeholders within the community. Examples of key relationships are detailed in the following table:

- |                               |  |
|-------------------------------|--|
| <b>Internal Relationships</b> | <ul style="list-style-type: none"> <li>• MCM Executive and MCM Group Boards</li> <li>• MCM clients and Hester Hornbrook students</li> <li>• MCM, Hester Hornbrook, MCM Housing leadership teams and Quantum Support Services.</li> </ul> |
| <b>External Relationships</b> | <ul style="list-style-type: none"> <li>• Consultants/ subject experts</li> <li>• Sector partners and peak bodies</li> </ul>  |

## KEY SELECTION CRITERIA

**When answering the Key Selection Criteria (KSC), please refer to the Position Description Explainer (PDE) and email any questions for further explanation if needed. All questions are welcome.**

- An understanding of the *current experiences of young people* who are seeking support from MCM services and programs across Victoria.
- Ability to *use own life experiences and expertise* to advise, support and collaborate with teams across the MCM Group.
- An understanding of *some of the key issues* affecting people with multiple and complex support needs including homelessness, mental illness, alcohol and other drug use, health and safety, social exclusion, and community connection.
- Willingness to undergo developmental *supervision* to support your role and professional progression.
- A commitment to complete induction training modules to understand and comply with *Child Safety Standard requirements*.
- *Computer literacy* or skills that enable you to use Outlook email, Microsoft Teams and Word.
- *Safety screening checks* will require you to complete applications for a National Police Check (International also if required), a current Working With Children’s Check (Employee), and the Right to Work in Australia (for any current Visa holders). Completion of these checks can include *support and discussion with the Senior Participation Support Worker*.

**Eligibility:**

- Experience of homelessness
- Current or previous service user of MCM group services

**Desirable:**

- MCM highly values a diverse workforce and is recognised by the Diversity Council of Australia as an inclusive employer. We strongly encourage applications from First Nations people, people with disability, people from diverse cultural and linguistic backgrounds, and people who identify as LGBTQ+

## ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

### **Child Safety & Safety of Vulnerable People**

MCM is a Child Safe Organisation. We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse, and neglect. All employees are required to comply with the Child Safe Standards.

### **Workplace Health & Safety:**

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and people who use our services and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have **Occupational Health & Safety** responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and people who use our services who may be affected by your acts or omissions in the workplace.

### **Operational Accountability:**

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations, and work responsibilities as detailed in our various policies and procedures, Code of Conduct, and regulatory guidelines.

## COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures which will be introduced to when completing the induction training period.
- All employees are subject to MCM's Employment Safety Screening Procedure.

## LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
<b>PARTNERSHIPS</b>	<p><b>People at the Centre</b> We do our best work when we understand the people we serve and enable them to direct their own lives, demonstrating unconditional positive regard. We partner with others to provide access to what they need locally.</p>
<b>PARTNERSHIPS</b>	<p><b>Collaboration &amp; Cooperation</b> Seeks to find the right solution for all. Stays connected and works together with colleagues and the people who use our services to achieve great things.</p>
<b>PARTNERSHIPS</b>	<p><b>Credibility &amp; Integrity</b> Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders and partners. Is recognised being principled and as having expertise as a leader.</p>
<b>REPUTATION</b>	<p><b>Provable Results</b> Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for the people who use our services and our colleagues.</p>
<b>REPUTATION</b>	<p><b>Disrupting Disadvantage</b> Promotes fairness and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.</p>
<b>PEOPLE</b>	<p><b>Resilience &amp; Bounce Back</b> Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to setbacks and disappointments.</p>
<b>PEOPLE</b>	<p><b>Builds Capability &amp; Realises Potential</b> Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.</p>
<b>PEOPLE</b>	<p><b>Safety First</b> Always puts safety first. Creates a safe, healthy, and caring workplace that is expressed in all operational activities and interactions with others.</p>

## OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

**Together** We are inclusive and accepting of difference.  
We work in highly effective teams and our people are connected across our organisation.  
We engage proactively with others to deliver outcomes.

**Courageous** We speak up constructively in line with our convictions.  
We pursue our goals with determination.  
We are passionate about our advocacy role.

**Curious** We are inquisitive and ask why.  
We challenge the status quo.  
We actively explore the alternatives.

**Open** We are transparent and have genuine, honest interactions.  
We listen and hear people's voices.  
We value and respect the autonomy of clients.  
We trust one another.

**Accountable** We act safely in all our interactions.  
We manage within our financial and resource boundaries.  
We own our outcomes and decisions.  
We are proud of the work that we do.