

POSITION:	L2P Program Support Worker
CLASSIFICATION:	12 hours per week Social and Community Level 3
REPORTS TO:	L2P Program Coordinator
DATE:	September 2025

ORGANISATIONAL ENVIRONMENT

MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers experienced through Homelessness, Disability, Palliative care, Early Childhood Intervention Services and Education.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

DIVERSITY, EQUITY OF ACCESS, AND INCLUSION

MCM is committed to inclusion, equity of access and diversity. We know that diversity helps us to innovate and make the biggest impact possible. Our DEI Strategy On for Inclusion supports and drives an inclusive workplace culture. We recognise that many people continue to face systemic barriers within an employment context, particularly those from First Nations, culturally and linguistically diverse, disability and LGBTIQ+ communities. We are committed to inclusivity and want to continue to learn from and grow our diverse workplace culture. This includes supporting your individual employment needs wherever reasonably possible.

POSITION CONTEXT

The L2P Program is a statewide initiative funded by the Transport Accident Commission (TAC), managed by The Department of Transport and Planning and is delivered by Melbourne City Mission (MCM). The MCM program covers four local government areas: Cities of Stonnington, Bayside, Port Phillip and Glen Eira.

The program aims to assist learner drivers in gaining the necessary experience and confidence to obtain their probationary driver's license; particularly those facing barriers such as socio-economic disadvantage or lack of access to supervising drivers. Utilising four sponsored vehicles that are owned by MCM, learners undertake supervised driving sessions with volunteer mentors, which may not otherwise have been possible given their family and financial circumstances.

The L2P Support Worker will work as part of an effective team that ultimately contributes to safer roads and increased opportunities for young people.

POSITION PURPOSE

The L2P Support Worker is responsible for the effective facilitation, administration, and delivery of the L2P Program at Melbourne City Mission (MCM), in accordance with the program's funding agreement and organizational policies.

This role requires strong engagement with both young learner drivers (aged 16-23) and volunteer mentors to ensure the successful achievement of program outcomes for all key stakeholders. The L2P Support Worker will assist the L2P Coordinator in the day-to-day management and operational delivery of the TAC L2P Program, ensuring all activities meet the standards and objectives outlined in the funding agreement.

POSITION DUTIES AND RESPONSIBILITIES

- Support the L2P Coordinator in the administration, facilitation, and delivery of the TAC L2P Program, in line with the funding agreement.
- Working within a community development framework, the L2P Support Worker will assist in the coordination of mentors and young people.
- The L2P Support Worker will work closely with local police, community agencies, driving schools and the wider community to ensure the successful implementation of the TAC L2P Program.
- Maintain effective operational and administrative processes, including weekly database input, and keeping participant information up to date.
- Maintain the VicRoads Jupiter system (TAC L2P Program's data system management) and the database for ongoing compliance and evaluation of the program.
- Oversee the online booking system for the vehicles.
- Onboard mentors and learners to the L2P Program.
- Provide contact and support to mentors and learners to maintain relationships.
- Arranging meetings including minute taking.
- Assist in the planning and organising of promotion materials and program events.
- Oversee L2P cars maintenance/repairs and servicing in consultation with L2P Program Coordinator and MCM Fleet.
- Maintain regular contact with the L2P Program Coordinator regarding the progress of learners.
- Participate in ongoing training and evaluation activities.
- Supporting the broader L2P program where required.

Generic and Compliance Responsibilities

- Work as a constructive team member, including building and maintaining positive interpersonal relationships.
- Apply the Organisational Commitments and Requirements (detailed below), including Child Safety and Safety of Vulnerable People, Workplace Health and Safety, Operational Accountability, Diversity, Equity of Access and Inclusion, and Position Description Maintenance.
- If approved to work from home, comply with all the requirements in the MCM Working from Home Workstation Self-assessment Checklist.
- Demonstrate MCM's Values (detailed below).
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, relevant service standards, and MCM's Code of Conduct, and MCM's Values.
- Comply with MCM's Employment Safety Screening Procedure.
- Perform other duties and responsibilities within the scope of the employee's skills, competence and training as directed by a person in any more senior role within MCM.

KEY SELECTION CRITERIA

- Demonstrated experience working with young people from diverse backgrounds. Proven ability to engage and build rapport with young people, including those from culturally and linguistically diverse communities, Aboriginal and Torres Strait Islander backgrounds, and those experiencing social disadvantage.
- Excellent communication and interpersonal skills. Demonstrated ability to communicate effectively with a wide range of stakeholders including young people, volunteer mentors, families, community partners, and internal staff. Ability to handle sensitive information and manage conflict or challenging behaviour with professionalism and empathy.
- Strong administrative and organisational skills. Ability to coordinate program logistics such as scheduling driving sessions, maintaining accurate records, managing waitlists, and ensuring compliance with TAC program guidelines.
- Ability to support and manage volunteers. Experience in recruiting, training, and supporting volunteers, ideally in a mentoring or community program setting. Understanding of the importance of volunteer retention, safety, and recognition.
- Ability to work independently and as part of a team. Self-motivated, with the capacity to work autonomously while contributing positively to a team environment. Experience managing time and priorities in a dynamic, community-based setting.
- Competency in using computer systems and basic Microsoft Office applications.

Essential Criteria

- Tertiary qualifications and/or relevant experience in Youth Work, Community Development, Volunteer Coordination, Community Services, Social Work, or Project Management.
- Current driver's licence
- Current Working with Children Check.
- Satisfactory National Police Check (issued within the last 6 months).

Essential Safety Screening Requirements:

- National Police check
- Current Victorian Working with Children Check (Employee)
- Current Victorian Drivers Licence
- Right to work in Australia

Desirable:

- Sound degree of judgement, initiative, confidentiality, and sensitivity.
- Excellent organisational skills, including attention to detail, accuracy, and quality.
- Excellent time management skills, including the ability to manage multiple activities and meet deadlines.
- Proficiency with MS Office suite, especially Outlook, Word, Excel, PowerPoint, and database management.

Supervision or Direction Required

Regular supervision is provided, with autonomy for day-to-day priorities.

Planning

Coordinate and implement program objectives, with general direction from the L2P Coordinator, including planning for orientation and induction of new participants and mentors.

Freedom to Act

Problem solving and decision making within directions and procedures that are readily available.

Assistance to Higher Level

Provides routine information; advises specific people about routine matters and contributes to continuous improvement of processes.

KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples include:

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| Internal Relationships | <ul style="list-style-type: none"> • MCM Housing • HHA • MCM Volunteer Programs • Fleet, Finance, H.R., Properties, Communication, and Inclusion • MCM Strategy, Outcomes & Innovation |
| External Relationships | <ul style="list-style-type: none"> • Department of Transport and Planning • City of Stonnington • Bayside City Council • City of Port Phillip *City of Glen Eira • Victoria Police • LGA L2P Coordinators • Community service organisations |

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	<p>We are transparent and have genuine, honest interactions</p> <p>We listen and hear people's voices</p> <p>We value and respect the autonomy of clients</p> <p>We trust one another</p>
Accountable	<p>We act safely in all our interactions</p> <p>We manage within our financial and resource boundaries</p> <p>We own our outcomes and decisions</p> <p>We are proud of the work that we do</p>

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation, committed to the safety and wellbeing of children, young people, people with disability, and other vulnerable people. We have zero tolerance of abuse and neglect of all vulnerable people. MCM is committed to providing a safe environment in which children and vulnerable people are protected from violence, abuse and neglect. All employees must:

- Comply with the Child Safe Standards at all times.
- Maintain a safe environment in which children and vulnerable people are safe at all times.
- Actively prevent, and immediately report to MCM, any violence, abuse or neglect of any child or vulnerable person.

Workplace Health & Safety

MCM's has zero tolerance for compromised worker safety. We endeavour to provide a working environment that is safe for all employees and people who use our services. As an employer, MCM adheres to Occupational Health & Safety regulations. All employees must:

- Comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of their own health and safety, and the health and safety of their colleagues, service users, and others who may be affected by the employee's acts or omissions in the workplace.
- Immediately report to MCM any hazards or incidents.

Code of Conduct and Operational Accountability

MCM is committed to operating efficiently and ethically and remaining operationally and financially sustainable. All employees must:

- Operate within the requirements of MCM's accreditations, registrations, policies and procedures, Code of Conduct, and regulatory guidelines.

Position Description Maintenance

Position Descriptions change over time, due to a wide range of organisational, technological, financial, geographical, service, systemic, legal, and individual factors. All employees must:

- Maintain position description currency by communicating, discussing and documenting necessary changes, and considering consistencies and relativities with other like-positions.
- Ensure compliance with position description, management of change, and consultation requirements in the relevant Awards and Enterprise Agreements.
- Use correct processes to apply for changes related to individual circumstances, for example, reasonable adjustments for disability, flexible working arrangements for care responsibilities, rehabilitation to work following injury, ill health or medical procedure, or transition to retirement.