

POSITION:	Business Administration Officer (0.6 - 0.8 FTE)
CLASSIFICATION:	SCHADS Level 3
REPORTS TO:	Head of Youth Homelessness
BASED:	Frontyard Youth Services, Melbourne CBD (On-site role)
DATE UPDATED:	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 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

This role is based with Frontyard Youth Services Melbourne CBD, a specialist youth service providing a range of multidisciplinary programs to meet the holistic needs of young people aged between 12 and 25 years who are at risk of experiencing homelessness. Frontyard aims to support young people to meet their physical, emotional and social needs and to develop pathways out of homelessness. Many of the services at Frontyard work with young people across greater Melbourne and throughout Victoria.

Frontyard's support model includes a suite of primary and allied health, specialist housing, assertive outreach, therapeutic supports, legal, education and employment support. Additionally, Frontyard's 18 bed refuge Circuit Breaker operates 24/7 and provides higher intensity supports, including enhanced mental health drug and alcohol, and therapeutic supports, to respond and creatively engage those young people with the most complex barriers.

POSITION PURPOSE

This position is responsible for the provision of administrative systems and reporting services for the Frontyard Youth Services within the MCM Youth Homelessness Services. This includes responsibility for OHS systems and processes, compliance and information management, site support, high level administrative support, systems governance. The role on occasion supports tasks delegated by the Head of Youth Homelessness related to the broader youth homelessness services suite.

POSITION DUTIES AND RESPONSIBILITIES

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

- Responsible for the financial acquittal processes and administration of financial transactions in line with Frontyard acquittal processes, including input of invoicing.
- Complete regular and ongoing compliance and audit activities, including regular audits of MyHR worker positions, Learn360 compliance, file audits for DFFH and other contracted programs, WHS and Fire Safety.
- Manage and liaise with MCM Shared Services regarding all Facilities and Property Maintenance, WHS, and Fleet processes, Including Fire, Emergency Evacuation Drills, Incident Drills and First Aid site compliance (I.e., identify fire and first aid reps – audit annually to ensure team members are trained and accredited).
- Manage content on MCM website internal and external marketing and information on SharePoint/Connect and Policy Centre.
- Provide training to team leaders on MCM systems including Passport, Human Force, Finance D365, MyHR, Riskman and other relevant systems and processes required for efficient application of MCM systems.
- Support systems governance, including internal Passport system and maintain Super Users group, complete regular audits on system use.
- Work with Frontyard Leaders to assure compliance of documentation is up to date and in line with current legislation.
- Review, develop and implement administrative systems in consultation with management and Shared Services.
- Support efficiencies in site inventory.
- Develop and maintain relationships with external services and key stakeholders.
- Monitor MCM info@mcm.org.au inbox and respond to/forward emails as required.
- Support the onboarding system for new Frontyard employees.
- Perform other duties and responsibilities, as directed by the Head of Youth Homelessness, Operations Managers.

KEY SELECTION CRITERIA

Essential Criteria

- A qualification in business administration or related discipline, and/or significant administration experience including data entry, analysis and reporting on business performance.
- Computer literacy with ability to use relevant information technology, electronic recording systems and data management tools.
- Excellent written and verbal communication skills, with the ability to develop and maintain effective relationships.
- The ability to develop and maintain effective working relationships with others and collaborate to achieve positive outcomes.
- Well-developed organisational and time management skills, outstanding attention to detail and demonstrated experience and ability to complete tasks with pressing timeframes.
- Proactive and self-motivated, with the ability to exercise initiative and problem solve effectively to further the work of the division.

- Demonstrated capacity to work flexibly and can manage competing demands.
- Ability to work autonomously and as part of a team.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required) a current Victorian Working with Children Check (Employee) and the right to work in Australia.

Essential Safety Screening Requirements:

- Proof of Identity Check
- National Police check
- International Police check (if relevant)
- Current Victorian Working with Children Check (Employee)
- Right to work in Australia

Desirable:

- Understanding of homelessness, and in particular the needs of, and issues affecting clients who are at risk of, or experiencing homelessness.
- Experience in implementing and executing monitoring and evaluation systems for client outcomes
- Driver's License

POSITION AUTHORITIES

Number of Reports

N/A

Supervision or Direction Required

Receives monthly supervision from line supervisor. Co-works with Business Administration Officer.

Freedom to Act

Minor, limited by directions and procedures

Assistance to Higher Level

Can provide routine information; advises specific people about routine matters; contributes to reviews of routine processes and procedures.

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"> • Frontyard Youth Services • Staff from Operations Service Delivery • Staff from Corporate/Shared Services |
| External Relationships | <ul style="list-style-type: none"> • External Stakeholders & Service Providers • Members of the Public |

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

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:

- Always Comply with the Child Safe Standards.
- 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.