POSITION:	Employment Support Consultant Inclusive Employment Services
REPORTS TO:	Team Leader Inclusive Employment Services
DATE CREATED:	August 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 LGBTIQA+ 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

MCM/CoAct is a specialist youth provider for Inclusive Employment Australia supporting young people with disability up to the age of 25 to find and keep meaningful employment.

POSITION PURPOSE

The Employment Support Consultant (ESC) role is centred on client engagement and capacity building, helping clients navigate their personal challenges and develop the skills necessary for employment. The ESC is responsible for ongoing case management, specifically within the Intensive Services Stream, where clients actively engage in job preparation and job search activities. The ESC conducts the initial appointment, reviewing client goals, completing assessments, and developing individualised career action plans. Throughout the program, the ESC address barriers to employment, coordinate services such as workshops, and monitor client progress. They work to build each client's capacity and readiness for employment, ensuring that clients have the necessary skills and support to move into sustainable employment.

POSITION DUTIES AND RESPONSIBILITIES

Key Accountability Ares	Key Responsibilities	Success Criteria
Digital Onboarding	• Assist clients to digitally onboard into this service including, but not limited to, issuing Campus access, and supporting them to log in, turn on accessibility features and sign and accept any digital Inclusive Employment Australia (IEA) paperwork. • Assess ability to engage in digital technology and program requirements to make recommendations for any adjustments needed for appointments. • Provide digital demonstrations on use of Campus software and Omni Channel support service.	All new clients successfully complete digital onboarding with account access and setup. • Supports clients to successfully complete digital onboarding, including Campus access and IEA paperwork, while assessing digital capability and recommending appropriate adjustments to ensure full program engagement. • All clients requiring accessibility features receive support before their first digital appointment. • Delivers clear, accessible demonstrations of Campus software and Omni Channel Support services, ensuring clients understand how to navigate and use the tools to support their program engagement. • Ensures clients are fully digitally onboarded by providing access to Campus, enabling use of accessibility features, and completing IEA documentation, while assessing digital literacy and recommending adjustments to support ongoing engagement.
Initial Appointment	• Confirm if the client has a resume and upload to JobReady and MyGov. Create a basic resume if required. • Conduct the OPUS Assessment with the client in Campus. • Complete the Skills Assessment Job Match Attributes in Job Ready.	• Complete initial client onboarding within two weeks, ensuring all documentation and assessments are processed accurately and on time. • Complete goal-setting sessions with all new clients,

	• Consider the recommendations of the OPUS Assessment, intake form and discussions around job goals, aspirations and support needs to create an informed Action Plan for the client in Campus. • Create the basic Job Plan for client. • Schedule the required supports in line with the Action Plan and book future appointments to accommodate in WAOP. • Complete the initial interview form in JobReady. • Link file note to the appointment.	ensuring OPUS assessments are conducted and incorporated into tailored action plans. • Ensure 95% of clients have an updated resume uploaded to JobReady or MyGov within their first appointment or support session. • Develop a customised action plan for each client within five business days of their initial assessment, incorporating OPUS results and intake form details. • Completes all initial client onboarding requirements accurately and in a timely manner, including resume confirmation or creation, OPUS Assessment, informed Action Plan development, basic Job Plan creation, support scheduling in WAOP, and documentation in JobReady and MyGov.
Capacity Building Workshops	. • Maintain a timetable of adequate workshops across the site to offer an appropriate selection of capacity building workshops. • Schedule adequate numbers of attendees for capacity building workshops scheduled. • Prepare materials for successful capacity building workshops. • Facilitate planned course material with small groups. • Record attendance and file notes following each capacity building session. • Make any adequate referrals to other workshops as a result of observations or discussions with attendees.	• Develop and maintain a structured timetable offering a balanced selection of capacity-building workshops across the site, ensuring a minimum of 4 workshops per month. • Maintains a well-balanced and consistently updated workshop timetable, ensuring appropriate attendance levels and accurate recording of participation and session outcomes in line with capacity-building goals. • Delivers engaging and inclusive job search workshops covering key employment readiness topics, such as resume writing and interview preparation, ensuring content

		is accessible and relevant to all participants. • Maintain accurate attendance records and file notes for each workshop within 24 hours of completion. • Proactively identifies participants with additional support needs during workshops and makes appropriate referrals to further workshops or support programs to enhance client outcomes. • Makes timely and relevant referrals to additional workshops based on insights gained through participant observations and discussions, ensuring support aligns with individual client needs
Progress Fee Management	• Identify activities for capacity building with clients and plan using the Campus Action Plan. • Identify a combination of activities that lead to progress fees and flag these in Campus Action Plan. • Gather evidence of progress and completion, and requirements to substantiate progress fee. • Submit progress fee with evidence to CCU for processing	• Maintain an accurate and up-to-date tracking system for all progress fee-related activities, ensuring all required actions are recorded in a timely manner. • Accurately gathers and submits progress and completion, compliant evidence of client progress and milestone completion to support timely progress fee claims through the CCU. • Effectively identifies and documents targeted capacity-building activities in the Campus Action Plan, aligning them with client goals and progress fee milestones. • Ensure that progress fee claims submitted to CCU Page 4 of 5 Key Accountability Areas Key Responsibilities Success Criteria include all

		required supporting evidence, minimising rejection rates. • Maintain a smooth working relationship with CCU to process progress fee claims efficiently, resolving any issues within 48 hours
Activity Management	• Schedule and arrange activities for the client based on goals and actions that have been identified in the career action plan. • Ensure activities are entered as an activity in WAOP and the career action plan for progress evaluation. • Regularly review client's participation and progress in activities, ensuring they stay on track. If the client is not on track discuss and work with the client to identify any barriers or adjustments needed to support achievement of the activity. • Record attendance in WAOP to ensure that participation and progress in activities is up to date and current. • Where you have identified that a client has missed an activity, first contact the client to discuss their reasons for missing the activities and work on solutions to re-engage them.	• Ensure all scheduled client activities align with their career action plans, tracking entries in WAOP for accuracy. • Review clients progress, address barriers, and document adjustments in career action plan and update WAOP activity as needed. • Contact all clients within 24 hours of missed activities to discuss re-engagement solutions. • Achieve an 80% adherence rate by proactively monitoring progress and providing timely support. • Keep attendance and participation records updated, ensuring compliance through regular audits. • Effective activity management supports the achievement of the 5 progress payments per month
Cultural Competence	• The ability to interact effectively with people across different cultures. • Integrate culture into their work environments and tailor care to meet colleagues, business partners and customers' social, cultural and linguistic needs	• Awareness of one's own cultural worldview. • A positive attitude towards cultural differences. • Knowledge of different cultural practices and worldviews. • Cross-cultural communication skills.
Work Health and Safety (WHS	• Apply and promote Work Health and Safety (WHS) principles in delivering the work of the area.	• Locate and access WHS information relevant to own work role.

		• Plan work in accordance with WHS legislation, codes of practice, and other CoAct policies and work procedures. Page 5 of 6 Key Accountability Areas Key Responsibilities Success Criteria • Identify hazards and report to supervisor. • Contribute to work health and safety participative processes. • Participate in the control of emergency situations Report incidents and injuries in accordance with organisation policies.

KEY SELECTION CRITERIA	
Values	Understanding of and commitment to living the Values of MCM. You will share our vision and values, including a commitment to achieving quality employment outcome for the most disadvantaged clients
Competencies (and level within CoAct Competency Framework)	• Communication – Intermediate • Relationship Development – Intermediate • Collaboration & Partnership – Intermediate • Decision Making – Intermediate • Influence – Intermediate • Coaching and Mentoring – Intermediate • Attention to Detail – Intermediate • Results Orientation – Advanced • Strategy – Intermediate • Adaptability – Advanced • Care – Advanced
Personal Attributes	• Empathetic & patience. • Detail oriented, highly organised and excellent communicator • Supportive & flexible. • Strong empathy and an ability to build rapport with diverse individuals. • Creative problem-solving skills and adaptability to tailor support to individual needs.

	• A solutions-focused approach that fosters motivation and drives positive outcomes.
Required Experience	• Frontline experience within an employment services provider. • We seek candidates with a diverse range of skills from both within and beyond the sector, recognising the value of unique industry experience and perspectives.
Required Qualifications	• Frontline staff involved in case management who do not have lived experience of disability or a minimum of three (3) years of industry experience are required and to hold or be actively working towards a relevant qualification. • Relevant qualifications include (but not limited to); Cert IV or above Community Services, Employment Services, Disability Support, Career Development etc. • Candidates are required to hold an approved working with children check and positive police clearance

Essential Safety Screening Requirements:

- Proof of Identity Check
- National Police check
- International Police check
- Current Victorian Working with Children Check (Employee)
- NDIS Worker Screening Check and Clearance Certificate
- Other Professional Registration (eg SPA, OT, etc.)
- Current Victorian Drivers Licence
- Right to work in Australia

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:

- 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 and CoActs 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.