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| **POSITION:** | Program Coordinator |
| **CLASSIFICATION:** | SCHADS 4 |
| **REPORTS TO:** | Team Leader Youth & Community Participation |
| **DATE UPDATED:** | October 2025 |

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| **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, providing a broad range of support in Homelessness, Family Services, Disability, Early Childhood Intervention Services, Palliative Care, Education and Mental Health service areas.  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** | | |
| The Homelessness & Family Services division supports people experiencing, or at risk of homelessness, families at risk of poorer outcomes and progression to greater forms of disadvantage. The division provides a range of services aimed to prevent or reduce the impacts of homelessness, incarceration, and family cycles of disadvantage through provision of evidence based, high quality, effective interventions.  The Homelessness & Family Services division consists of four conceptual domains:   * Accommodation; * Youth and Family Homelessness; * Frontyard Youth Services; * Family Services.   Frontyard Youth Services is 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 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, early intervention & prevention services, legal, education and employment support. | | |
| **POSITION PURPOSE** | | |
| This position reports to the Team Leader of the Youth and Community Participation Team, or when applicable, to the Operations Manager of Intensive Youth Support at Frontyard Youth Services.  To create, source, facilitate and review a suite of programs within Frontyard, principally in the Youth & Community Participation Program, providing a variety of experiences and learning opportunities for young people.  Programs will aim to:   * Improve overall health & wellbeing * Create new opportunities for learning. * Build communication and social skills. * Identify and build on personal strengths, preferences and aspirations. * Identify and build community and social connections. | | |
| **POSITION DUTIES AND RESPONSIBILITIES** | | |
| Duties of this role may include, but are not limited to:  **Program Consistency & Engagement**   * Proactively engage with young people to develop a consistent and predictable timetable of programs that align with their goals and aspirations while providing new opportunities for growth and participation. * Collaborate with young people to co-design programs that foster autonomy, resilience, and long-term engagement.   **Health, Wellbeing & Nutrition**   * Facilitate or co-facilitate workshops and activities that promote positive health and wellbeing, including nutrition-based programs that support young people to build sustainable and healthy habits. * Work with internal and external providers to integrate wellbeing initiatives into the program schedule, ensuring young people have access to holistic support.   **Creative Workshops, Education & Employment**   * Develop and deliver creative, interactive, and reflective workshops (e.g., arts, music, storytelling) that provide opportunities for self-expression, learning, and peer-to-peer connection. * Incorporate education and employment-focused sessions that support skill development, career exploration, and pathways into further training or work opportunities.   **Sport, Recreation & Community Outreach**   * Plan and facilitate sport and recreation activities that encourage physical activity, teamwork, and social connection. * Establish outreach opportunities in the community, extending programming beyond Frontyard Youth Services to build capacity and broaden experiences for young people.   **Collaborative Practice & Continuous Improvement**   * Source and collaborate with internal teams and external providers to offer a diverse and well-rounded program suite across wellbeing, creative, educational, and recreational domains. * Co-facilitate programs in partnership with other organisations, ensuring young people benefit from shared expertise, broader opportunities, and stronger community connections. * Participate in continuous quality improvement processes by gathering and responding to feedback from young people and stakeholders, ensuring programs remain relevant, inclusive, and impactful.   **Reporting & Administration**   * Maintain accurate records, case notes, and databases using the relevant systems. * Collate information and prepare reports on program delivery, highlighting how activities contribute to the wellbeing, education, and autonomy of young people. * Support promotion of programs through publishing and communication activities.   **Organisational & Professional Practice**   * Participate in meetings, debriefing, supervision, outreach, training, and forums, with flexibility to attend outside usual working hours as required. * Ensure services are delivered within MCM’s policies and procedures, legislative requirements, Child Safe Standards, and relevant service standards.   Perform other duties and responsibilities as directed by the Team Leader, Operations Manager, or delegate.  **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** | | |
| **Essential Criteria**   * Entry Level for Graduates with 3 or 4 year Degree OR Associate Diploma with experience OR Certificate with experience OR Experience to undertake the duties required * Tertiary qualifications in Youth Work, Community Development, Social Work, or related field, or extensive community sector experience. * Proven experience in developing, sourcing, and delivering innovative group programs for young people, particularly those experiencing homelessness. * Demonstrated ability to actively and assertively engage young people with complex needs to support consistent participation. * Knowledge of legislative requirements and Child Safe Standards when working with young people. * Strong communication, problem-solving, organisational, and time management skills, including proficiency with digital systems. * Experience and ability to engage in purchase and procurement activities relating to the program and in line with agreed budget parameters. * Flexibility to work outside business hours as required   **Desirable:**   * Experience supporting young people experiencing homelessness, with an understanding of trauma-informed or healing-oriented approaches. * Ability to engage young people with complex needs in accommodation and community settings. * Experience facilitating or co-facilitating outreach programs with multiple young people offsite.   **Essential Safety Screening Requirements:**   * Proof of Identity Check * National Police check * International Police check * Current Victorian Working with Children Check (Employee) * Other Professional Registration (e.g. SPA, OT, etc.) * Current Victorian Drivers Licence * Right to work in Australia | | |
| **POSITION AUTHORITIES** | | |
| **Number of Reports**   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | Direct Reports | | | | Indirect Reports | | | | | Number: | 0 | FTE: | 0 | Number: | 0 | FTE: | 0 | | List Teams / Positions |  | | | List Teams / Positions |  | | |   **Other Authorities**  N/A  **Supervision or Direction Required**  Regular fortnightly structured supervision provided by the Team Leader of the Youth & Community Participation Team.  **Planning**   * Manages own time. * Establishes own goals or objectives subject to approval   **Freedom to Act**  Minor, limited by directions and procedures.  Can apply knowledge, experience and training.  **Assistance to Higher Level**  Can provide routine information.  Advises specific people about routine matters  Contributes to reviews of routine processes and procedures.  Provides consultation based on professional knowledge*.* | | |
| **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: | | |
| **Internal Relationships** | | * Frontyard Integrated Services Teams * Youth & Community Participation Team * Employees of MCM, Hestor Hornbrook Academy, MCM Housing & Quantum Support Services |
| **External Relationships** | | * Funding Bodies * Co-located program partners * Child Protection |
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| **OUR VALUES** | | |
| Employees are expected to commit to and demonstrate MCM’s values: | | |
| Together | We are inclusive and accepting of differenceWe work in highly effective teams and our people are connected across our organisationWe engage proactively with others to deliver outcomes | |
| Courageous | We speak up constructively in line with our convictionsWe pursue our goals with determinationWe are passionate about our advocacy role | |
| Curious | We are inquisitive and ask whyWe challenge the status quoWe actively explore the alternatives | |
| Open | We are transparent and have genuine, honest interactionsWe listen and hear people’s voicesWe value and respect the autonomy of clientsWe trust one another | |
| Accountable | We act safely in all our interactionsWe manage within our financial and resource boundariesWe own our outcomes and decisionsWe are proud of the work that we do | |
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| **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. | | |