

# Position Description Template

<b>POSITION:</b>	Youth Development Coach - Better Futures
<b>CLASSIFICATION:</b>	Social and Community Level 4
<b>REPORTS TO:</b>	Team Leader
<b>DATE</b>	December 2025

## ORGANISATIONAL ENVIRONMENT

MCM is a leading community support organisation working alongside Victorian communities and families and individuals to live the life they aspire to, their way, providing a broad range of support in homelessness, disability, palliative care, youth housing, community services, family violence, education and inclusive employment service areas. MCM is a leading provider of specialist services for young people experiencing homelessness, providing wraparound support so they can transition to autonomy and their positive pathways of choice.

MCM comprising MCM Services, Hester Hornbrook Academy, MCM Housing and Quantum Support Services work together to disrupt disadvantage and create positive change for Victoria's most vulnerable people.

## 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

Better Futures supports young people who are making the transition from the out-of-home care system to adulthood until they reach the age of 21. The program enables young people to have an active voice in their transition planning and provides individualised supports both in-care and post-care across a range of life areas including housing, health and wellbeing, education, employment, and community and cultural connections.

Better Futures includes:

- Case work support and coaching
- Information and advice
- Access to flexible funding

## POSITION PURPOSE

The Youth Development Coach, Better Futures sits within the Homeless and Family Services

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Portfolio and is responsible to provide intake and flexible and holistic support to young people who are or have been in out of home care.

The role will be responsible to engage and support young people to achieve outcomes by providing a level of support offered as part of the Better Futures and Advantaged Thinking Frameworks. The level of support is dependent upon the circumstances of the young person and the capacity as established through intake. Support available through Better Futures is provided in the context of the young person's current care status or when the young person has left care. The Better Futures Youth Development Coach will be required to work with young people in all levels of support.

The role requires capacity to manage a high volume of referrals as well as attending to multiple administrative tasks.

This position operates at the Self Leadership level in the MCM Leadership Capability Framework.

## POSITION DUTIES AND RESPONSIBILITIES

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

- To provide flexible, holistic and tailored coaching to young people, in line with the Advantaged Thinking Framework
- Develop and support young people with individual support plans as per the Better Futures guidelines.
- To work within the required funding framework, program guidelines and to comply with statutory requirements where required
- To accurately complete and maintain all necessary records, reports, case notes and outcomes in accordance with the funding contracts and best practice guidelines
- To promote the Better Futures Program at forums, networks, and community agencies
- To administer brokerage as approved in line with the Better Futures guidelines
- Participate in meetings, including planning meetings for leaving care, debriefing, supervision, training, and forums
- Monitor and accept referrals on CRISP
- Attend and contribute to fortnightly Northern region allocations meetings
- Create service users' files and profiles on CMS
- Consult with service providers seeking to transfer young people
- Initial assessment of needs and determine priority on wait list
- Monitor young people maintained on 'active hold' with regular check ins
- Apply for Better Futures flexible funding and administer funding as appropriate
- Complete Outcome Tracking Systems questionnaires with young people at prescribed intervals
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Team Leader or delegate

## Generic and Compliance Responsibilities

- Work as a constructive team member, including building and maintaining positive interpersonal relationships.

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- 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

- A degree in Youth Work, Social Work, Community Development, or similar field.
- Demonstrated case management experience, preferably within the youth sector.
- Knowledge of the issues that contribute to trauma and disengagement experienced by young people in out of home care.
- Demonstrated knowledge and experience working within a care team with key community agencies and DFFH services such as Child Protection to support current and previous statutory young people who require a range of specialist support.
- Demonstrated capacity to develop effective links and partnerships with local communities, network and local government.
- Knowledge of DFFH systems, legislation and ability to comply with DFFH standards.
- Demonstrated ability to relate to and work with culturally and linguistically diverse communities and young people experiencing disadvantage.
- Ability to work within a team and with minimal supervision.
- Skills in administration, data entry and report writing.
- An understanding of the requirements for ensuring child safety.
- Computer literacy, including proficiency in Microsoft Applications and the ability to learn new system.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required) a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia.

### Essential Safety Screening Requirements:

#### Proof of Identity Check

- National Police check
- International Police check

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

## POSITION AUTHORITIES

### Supervision or Direction Required

Regular supervision and direction provided by Team Leader and Senior Worker

### Freedom to Act

Minor, limited by directions 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:

- |                               |   |
|-------------------------------|---|
| <b>Internal Relationships</b> | <ul style="list-style-type: none"> <li>• TILA and Leaving Care Team Members</li> <li>• Homelessness and Family Services</li> <li>• MCM People and Culture</li> <li>• MCM Shared Services</li> </ul>       |
| <b>External Relationships</b> | <ul style="list-style-type: none"> <li>• Department of Families, Fairness and Housing (DFFH)</li> <li>• Community Services Organisations (CSO)</li> <li>• Better Futures Community of Practice</li> </ul> |

## OUR VALUES

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

<b>Together</b>	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
<b>Courageous</b>	We speak up constructively in line with our convictions
	We pursue our goals with determination
	We are passionate about our advocacy role
<b>Curious</b>	We are inquisitive and ask why
	We challenge the status quo
	We actively explore the alternatives
<b>Open</b>	We are transparent and have genuine, honest interactions
	We listen and hear people's voices

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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 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.

## Position Description Template

- 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.