Position Description Template

POSITION:	Work Health & Safety Manager
REPORTS TO:	Head of Capability & Wellbeing
DATE UPDATED:	February 2026

ORGANISATIONAL ENVIRONMENT

MCM Group is a leading community organisation working alongside Victorian communities and families and individuals to live the life they aspire to, their way, offering 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 positive pathways of choice.

MCM Group comprising MCM Services, Hester Hornbrook Academy, MCM Housing, Quantum Support Services and a Shared Services function, work together to disrupt disadvantage and create positive change.

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 People, Quality & Safety (PQS) business unit works across the organisation to enable our workforce to do their best work. PQS includes Payroll, Quality & Risk, Inclusion, Human Resources and Capability & Wellbeing. The WHS Manager is part of the Capability & Wellbeing function leading a small team.

Given the nature of the organisation, the themes we are exposed to are of a sensitive nature including but not limited to mental health, distress, addiction, family violence, abuse, trauma, and grief. We recognise these topics can elicit strong emotions and ask candidates consider their suitability to continually work within this context.

POSITION PURPOSE

The Work Health and Safety Manager (WHS Manager) is responsible for the development, delivery and execution of the Enable Goals that support WHS and the PQS WHS Strategy, reducing safety risks and hazards through continuous improvement of the Safety Management System, effective implementation of strategic initiatives, strong leadership and influence across operational and portfolio General Managers and Heads, and strong team leadership. The role requires a deep understanding of the organisation and sector, the application of technical expertise, and the development of a small team to successfully achieve key outcomes.

This position works at the **Service Leadership** level in the MCM Leadership Capability Framework.

Position Description Template

POSITION DUTIES AND RESPONSIBILITIES

Safety Management System & Governance

- Continually develop, improve, devolve and embed the Safety Management System
- Further develop the WHS & Wellbeing strategies, and execute the delivery of these strategies, including the MCM Group and subsidiary strategies as it applies
- Ensure compliance with relevant legislation, standards, and codes of practice
- Identify, develop, improve and implement policies, procedures and guidelines that strengthen safety compliance and importantly safety culture
- Manage the team's Safety and Wellbeing pages on Connect
- Identify, plan and implement cyclic work health and safety programs, engagement and comms
- Manage the *Work Health & Safety Workplan* managing the team to deliver towards the milestones and that effective consultation takes places across the organisation
- Lead continuous improvement projects to strengthen the safety management system
- Coordinate with project teams and GMs and portfolio heads and operational leaders for the implementation of safety management system for acquisitions and new program startups
- Further develop and oversee the implementation of the work health and safety training offer
- Deliver on early intervention and prevention programs to enhance organisational safety
- Manage resource allocation and budget requirements

WHS Risk Management, Incident Response and Reporting

- Manage the enterprise and entity wide key OHS Risk Registers, ensuring that controls and mitigation plans are implemented and reviewed regularly
- Investigate incidents, hazards and near misses in partnership with the operational teams
- Compile incident review and investigation reports with support from the team
- Take a lead role in critical incident responses and work health and safety risks
- Ensure the OHS audit process (internal and third party) is further developed, procedures meet ISO45000 for auditing and corrective and preventive action
- Set, monitor and report on WHS performance metrics to senior leadership and in reporting cycles
- Ensure that workplace insurance requirements are managed effectively and the information is provided to the regulatory authorities
- Manage workers compensation and return to work mechanisms that support employee health and return to work and ensure that premiums are managed to be at or better than industry performance across education, community services, and housing (industry performance 1.0)
- Lead or oversee investigations and reviews for serious or major incidents and ensure investigations follow a formal methodology to identity the root cause to improve the safety management system
- Provide regular incident trend analysis and WHS reports to executives and WHS committees
- Embed the effective use of RiskMan and other systems to support work health and safety programs; ensure your own technical competence in the use of the system
- Manage the reporting of work health and safety incidents to external regulatory bodies
- Maintain a collaborative relationship with Human Resources to support workers compensation, return to work.

Position Description Template

Leadership & Culture

- Lead work health and safety change management and communications activities across the organisation
- Consult with Senior Managers and leaders on how to improve safety culture, identify their OHS Risks and implementation of action plans
- Build and maintain relationships across support services including quality, property and human resources to ensure cross functional collaboration
- Facilitate working groups and deliver presentations to promote work health and safety practice
- Provide supervision, people management, development and growth of the work health and safety team
- Conduct regular site visits and maintain a practical awareness of the operating environment

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

- Qualification in Work Health and Safety and demonstrated professional learning in psychological health and wellbeing.
- Minimum 5 years' experience leading Work Health & Safety Manager within an industry where the following are considered high risk: occupational violence, working in isolation, vicarious trauma and high job demands.
- Demonstrated understanding of the OHS Act, Regulations, and relevant Codes of Practice.
- Experience coaching and leading a remote team and developing their skills and competencies.
- Strong written and verbal communication skills.
- Skilled in developing work plans and managing workflow, projects and timelines.
- Exceptional attention to detail and a strong ability to manage the administrative and record keeping requirements of a work health and safety function.
- Skilled in engaging with employees, contractors, and regulators to promote safety compliance.

Document uncontrolled once printed

- Proven track record in creating WHS frameworks, policies, and programs that align with business objectives
- Ability to analyze WHS data, identify trends, and prepare reports for executive leadership and regulatory bodies
- Experience in overseeing and conducting incident investigations, root cause analysis, and implementing corrective actions
- Experience consulting with a distributed workforce and shaping policies and procedures which drive behaviour change and reduce risk.
- Experience in health and human services, social services or a related field is desirable.
- Excellent computer skills across MS Office suite at a minimum.
- Preferred: Multi-state WHS experience.

Essential Safety Screening Requirements:

- Proof of Identity Check
- National Police check
- International Police check (as required)
- Current Victorian Working with Children Check (Employee)
- Other Professional Registration/Qualification checks
- Prior Employer Check
- Current Victorian Drivers Licence
- Right to work in Australia

POSITION AUTHORITIES

Number of Reports

Direct Reports				Indirect Reports			
Number:	2	FTE:		Number:		FTE:	
List Teams / Positions	Coordinators			List Teams / Positions			

Expenditure

Operating:	Nil	Capital:	Nil

Other Authorities

Nil

Supervision or Direction Required

This role is supervised by the Head of Capability and Wellbeing and will participate in fortnightly supervision and team meeting as per the cadence. Outside of these sessions, the role will be expected to work with a level of autonomy to deliver on the workplan for the function.

Planning

The role is expected to manage their own time and will plan their day according to the priorities of the function and the emerging priorities of the role, strategically and tactically. The role will be work from sites as per the team routine and where needed to consult and deliver on the workplace. The role is

responsible for establishing goals, timelines, monitoring timelines and guiding the work of others. The role may be expected to implement improvement projects as per the department deliverables.

Freedom to Act

The role is expected to demonstrate initiative in problem solving and making decisions, considering the directions of the department and organisational risk. They are expected to apply their expertise, knowledge and training in delivering their work and engaging with the organisation.

Assistance to Higher Level

The role contributes to and leads reviews, provides technical or specialist knowledge and provides expert 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	• Senior Leaders Network • Quality Assurance and Risk Management • Property and Facilities • Operational Teams
External Relationships	• Access EAP (Employee Assistance Provider) • WorkSafe (as required) • Auditors and WHS Consultants

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

Document uncontrolled once printed

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.
- 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.