

POSITION:	Safety Coordinator
CLASSIFICATION:	SCHADS Level 4
REPORTS TO:	Work Health & Safety Manager
DATE CREATED:	January 2026

ORGANISATIONAL ENVIRONMENT

MCM Group 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 Group, 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

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 Safety & Wellbeing Coordinator reports to the Work Health & Safety Manager as part of the Capability & Wellbeing team. The role develops strong working relationships and a working knowledge of the sites and the associated programs. Therefore, the role is required to maintain an onsite presence, including a regular schedule of visits with particular focus on aligned sites and programs.

The themes we are exposed to are of a sensitive nature including but not limited to mental health, distress, substance use, 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 role supports the implementation and continuous improvement of the safety management system. Core deliverables include coordinating cyclic safety programs, coordinating responses to incidents, consulting on safety management plans and risk assessments and delivering on projects, programs and continuous improvement that extends across the Group.

The role is assigned a region/portfolio of programs and locations. Within this allocation, the role coordinates operational safety and supports the related leaders with their safety management activities. This position works at the Self Leadership level in the MCM Leadership Capability Framework.

POSITION DUTIES AND RESPONSIBILITIES

Operational Safety

- Collaborate with the peer Coordinator to ensure consistency, clear communication and provide support during periods of leave or non-workdays.
- Maintain a working knowledge of relevant legislation, codes of practice and standards and apply this knowledge in partnering and engaging with teams
- Coordinate cyclic activities including but not limited to: Bi-Monthly inspection, Insurance Reconciliation, Training Calendar, Flu Vaccinations, First Aid Checks, Emergency Site Manuals and Warden Training, OHS Audits, Defibrillators, Fire Drill Schedule – ensuring activities are completed in time and where not, this is proactively addressed with the operations leader.
- Build relationships with HSRs and Wellbeing Ambassadors ensuring program coverage, support is provided and the roles are utilised
- Engage with stakeholders to consult on safety matters and provide education and coaching
- Support the completion of Risk Assessments for the organisation
- Respond to and monitor the Work Health and Safety Inbox
- Maintain a high standard of WHS documentation within RiskMan and written record keeping.
- Provide support, consultation and advice on Psychosocial Hazard Action Plans
- Provide coordination support for WHS compliance and engagement activities including the coordination of meetings, focus groups and project activities.

Incident Response

- Review incidents (including hazards and near misses) as a priority when they are submitted
- Provide coaching, feedback and education to managers to respond to and resolve incidents
- Conduct wellbeing check-ins with staff who experience an incident
- With support of the WHS Manager, conduct with incident investigations and reviews
- Collaborate with Enabling Functions to resolve incidents, in particular property and facilities
- Ensure incidents are closed in a timely matter with consideration to complexity, and all relevant documentation and information is stored within
- Collaborate with the designated Return to Work Coordinator on matters as required

Continuous Improvement

- Support the adoption of work health and safety initiatives
- Develop and implement WHS policies, procedures, references materials and guidelines.
- Contribute to the review of the OHS Risk Register and the continuous improvement activities.
- Facilitate consultations with HSR's and Staff Representatives of risks and hazards.
- Develop department reporting including monthly reports, quarterly reports and ad hoc requests, leveraging Riskman.
- Develop Hazard Alerts, Toolbox Talks and other communications and activations.
- Coordinate external audits and ensuring improvements are implemented
- Lead the coordination and adoption of one or more assigned safety programs such as training workshops, training, wellbeing interventions, safety campaigns and engagement activities
- Participate in working groups, supporting the Head of Capability & Wellbeing to deliver on actions and activities from working groups as they relate to staff safety and wellbeing.
- Continuously support the adoption of Riskman within team processes and in use by staff

Travel and visit schedules

- Our services operate across Victoria. As part of staying connected to service delivery, you will be required to invest at least 50% of your time each fortnight working from one of our sites and be prepared to make the trip to our regional teams (such as Geelong, Gippsland, Bendigo) as part of a visit schedule or as needed, generally aligned to your region/portfolio of programs or areas.

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

- Certificate IV in Work Health & Safety (BSB41419) and demonstrated technical knowledge of the OHS Act (Victoria) and relevant regulations.
- Demonstrated experience in a Work Health and Safety position
- Valid driver's licence, vehicle and ability to regularly travel to locations across Victoria
- Demonstrated experience coordinating workplace safety compliance, cyclic programs, and incident response, improvement programs, with a confidence to engage operational partners
- Experience supporting psychological health and wellbeing in the workplace
- *Exposure* to Return-to-Work coordination and injury management
- Strong stakeholder communication skills including written communication and delivering messages verbally and written to a wide variety of audiences.
- Tech Savvy with an ability to use different systems, learn different software and apply tech solutions to your work
- Excellent administration skills with the ability to drive their work to deadlines, plan work, identify milestones and mitigate risks to delivery and maintain detailed written records.

Essential Safety Screening Requirements:

- Proof of Identity Check
- National Police check
- International Police check

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

POSITION AUTHORITIES

Number of Reports

This role has no direct reports.

Expenditure

This role has no expenditure authorisations.

Other Authorities

This role has no other authorities.

Supervision or Direction Required

This role will receive regular supervision from the Work Health & Safety Manager or delegate. The role works to deliver the Work Health and Safety Workplan which may involve fortnightly team meetings, supervision and conversations with the line manager.

Planning

The work plan will be approved by the Work Health & Safety Manager with due dates and timelines assigned. The role will be expected to plan their time accordingly to those deadlines and routines.

Freedom to Act

The role is informed by work health and safety policies, procedures and regulatory requirements. The role will be expected to demonstrate their knowledge, critical thinking and problem solving in the application of those frameworks. Advice or decisions which are outside the scope of the policies and procedures must be escalated to the Work Health & Safety Manager.

Assistance to Higher Level

The role provides routine information, advised people about specific routine matters, contributes to reviews of routine processes, provides technical and specialist advice, provides consultation based on their 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:

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| Internal Relationships | <ul style="list-style-type: none"> • Operational Leaders and Programs • Quality Assurance and Risk Management • Human Resources • Wellbeing Ambassadors, HSR's and Working Groups • Access EAP (Employee Assistance Provider) |
| External Relationships | <ul style="list-style-type: none"> • WorkSafe (as required) • Auditors and WHS Consultants • Training Providers and Suppliers |

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 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.