

POSITION:	Lead Tenant Volunteer (Live-in Mentor)
PROGRAM:	Community Integration and Accommodation Options
REPORTS TO:	Senior Worker
DATE UPDATED:	March 2026

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

The Lead Tenant Program sits within the Community Integration Accommodation Options (CIAO) program at MCM. Lead Tenant provides semi-independent supported accommodation for young people on Child Protection orders (typically 15–18) who are transitioning from Out-of-Home Care to independent living. Lead Tenant properties are CIAO-managed and owned by the Department of Families, Fairness and Housing (DFFH).

The Lead Tenant Model seeks to:

- Provide a stable, safe placement for young people
- Assist the young person to define their goals and future objectives
- Directly teach skills through example and practical application
- Act as a resource to access information and existing community services
- Assist the young person to explore and broaden their recreational interests and choices
- Advocate with and for the young person on both individual and systemic levels
- Identify and build on the young person's strengths, abilities, and skills
- Utilise thorough exit planning processes, including long-term housing options

Through collaborative work between The Lead Tenant Volunteer, CIAO Staff and the Young Person.

POSITION PURPOSE

- Mentor and role model healthy relationships, communication, boundaries, and everyday routines. In partnership with a second Lead Tenant Volunteer, support up to two young people in strengthening their confidence, independence, and essential life skills.
- Work collaboratively with CIAO staff and case workers to support each young person's goals and wellbeing.

POSITION DUTIES AND RESPONSIBILITIES

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

- To reside in a household with another Lead Tenant and young people who may present with challenging behaviours and complex issues.
- Engage using trauma-informed and healing-oriented approaches.
- Participate in supervision and reflective practice; attend required training.
- Assist in developing interpersonal skills, and healthier relationship and lifestyle choices through positive reinforcement of pro-social behaviours.
- Model daily routines and shared household tasks (e.g., cooking, budgeting, cleaning, time management).
- Provide moral support and engage in pro-social activities (e.g., meals, gardening, arts, movies, recreation).
- Maintain professional boundaries, act as a supportive adult mentor rather than an authoritarian figure.
- Liaise with CIAO staff on household matters; report maintenance and allow contractor access as required.
- Contact the On-Call worker after hours for critical incidents or emergencies.
- Act always in the best interests of the young people.
- Abide by all MCM policies, procedures and compliances relating to the role.

PROBATION AND COMMITMENT

- This position is subject to a three-month probationary period (which may be extended to six months).
- The Lead Tenant Volunteer is provided with accommodation and utilities as an in-kind benefit associated with participation in the Lead Tenant program. The volunteer is provided a private room to occupy within the program property for the duration of their placement.

BENEFITS

- Make a meaningful contribution to the life of a young person by providing stability, positive role modelling and everyday support within a shared home.
- Be a positive adult presence for young people living with you in an MCM house, helping to build routines, confidence and independent living skills.
- Gain practical experience in the youth and community services sector, which may support future job applications or study pathways.
- Receive ongoing supervision and access to professional development and training opportunities.
- Support case workers to implement young person's goals within placement.
- Lead Tenant Volunteers receive accommodation and utilities as an in-kind benefit, under a signed agreement with the agency.
- Maintain work, study and social commitments while contributing to a safe, nurturing and supportive home environment.

KEY SELECTION CRITERIA

Essential Criteria:

- Ability to model and support the development of practical daily living skills (e.g., routines, cleanliness, sharing spaces, budgeting, and respectful communication).
- Ability to respond to conflict or challenging behaviours in a calm, solution focused, and youth appropriate manner.
- Ability to recognise risk or safety concerns and follow established escalation procedures.
- Commitment to inclusive practice and respect for young people from diverse cultural, social, and gender identities.
- Good understanding or willingness to learn about adolescent development and trauma
- Awareness of trauma-informed practice and ability to apply reflective practice.
- Ability to build rapport and communicate effectively with young people and staff.
- Ability to maintain confidentiality, privacy and professional boundaries.

Essential Safety Screening Requirements:

- Proof of Identity Check
- National Police check
- International Police check (if required)
- Current Victorian Working with Children Check (Employee)

Desirable:

- Experience in shared living environments.
- Knowledge and experience working with people with trauma histories, mental health symptoms, disabilities, and other complexities.
- Knowledge and clarity of the out-of-home care system and frameworks.
- First Aid certification – MCM can support in obtaining this if successful.

KEY RELATIONSHIPS

Internal Relationships

- CIAO Senior Worker, Team Leader, Case Workers, On-Call staff, other Lead Tenants.

External Relationships

- Contractors and community services as required.

OUR VALUES

Employees and volunteers 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. As a volunteer you 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.

As a volunteer, you also have Occupational Health & Safety responsibilities as follows:

- Comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety, and the health and safety of your colleagues, service users, and others who may be affected by your 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. As a volunteer you 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.