

POSITION:	Team Leader Inclusive Employment Services
REPORTS TO:	Operations Manager Inclusive Employment Services
DATE CREATED:	August 2025

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 experienced through Homelessness, Disability, Palliative care, Early Childhood Intervention Services and Education.

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 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

MCM/CoAct is a specialist youth provider for Inclusive Employment Australia supporting young people with disability up to the age of 25 to find and keep meaningful employment.

POSITION PURPOSE

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

The Team Leader supervises up to eight staff members, offering immediate guidance, filling in for roles as needed, and ensuring operational consistency. Team Leaders play a dual role, supporting staff with day-to-day questions, performance coaching, and troubleshooting service delivery issues while also maintaining an operational presence by providing backup for roles such as Employment Support Consultants, Workforce Retention Consultants, or Diversity Recruitment Specialists. Team Leader success is measured by staff engagement, the achievement of program targets (e.g. client placement and retention rates), and minimised service disruption during absences. Team Leaders ensure that staff Key Performance Indicators (KPIs) are met and that standards are maintained across service delivery.

POSITION DUTIES AND RESPONSIBILITIES

Key Accountability Areas	Key Responsibilities	Success Criteria
Staff Supervision & Performance Coaching	<p>Provide day-to-day guidance and support to a maximum of eight staff members.</p> <ul style="list-style-type: none"> • Monitor staff performance, completion of training, offer feedback, and conduct regular coaching sessions to ensure high engagement and development. • Address any performance gaps or issues promptly, ensuring they meet organisational standards and Key Performance Indicators (KPIs). • Provide support and training to staff who are not meeting expectations, following a fair and structured process to drive improvement, aiming for 80% improvement in performance for those needing support. • Complete required number of file reviews each month and act on any recommendations as a from the findings. • Support the onboarding of new staff and oversee the enrolment, completion of training and job shadow requirements. 	<ul style="list-style-type: none"> • Staff receive regular 1:1 reviews of their performance, with support, guidance and training to build capacity. • Ensure the site achieves KPIs. • File Reviews are completed each month and findings are documented in staff 1:1's for development needs. • Track and report event outcomes, including employer connections, client referrals, and ROI, to assess effectiveness and improve future participation using the Regional Delivery Plan.
Site Operations & Quality	<ul style="list-style-type: none"> • Maintain operational consistency by taking the role of frontline staff when required due to absence, leave or additional resource needs. • Ensure site tasks related to compliance, performance, servicing and engagement with community, employers and clients are completed on time, with quality, and in alignment with the program's operational 	<ul style="list-style-type: none"> • Services are maintained through effective resource management. • Sites maintain compliance requirements. • All direct reports are delivering on their individual success criteria for each role. • Ensure Diaries are maintained to achieve recommended

	<p>goals. • Complete required number of file reviews each month, and action any recommendations from the findings. • Contribute to audit and accreditation activities, department site visits and quality reviews. • Use reporting to determine progress against performance and quality KPIs for sites and specific roles in reporting delegation. • Oversee site operations aligned to any deed and guideline requirements. • Oversee the timely submission of outcomes, progress payments and ongoing support fees. • Ensure that all requirements for service fees are met.</p>	<p>productivity targets for each role.</p> <ul style="list-style-type: none"> • Sites have an activity schedule to meet the needs of the caseload that includes recommended volume of Workshops, Job Clubs and External activities for maximum value to clients. • File reviews and audits are completed by the required deadline submission dates. • Service fees are claimable across the caseload. • Claims and outcomes are submitted to CCU for lodgement within 5 days of becoming due
<p>Feedback, Complaints & Client Retention</p>	<p>Troubleshoot and resolve service delivery issues quickly and effectively, ensuring client satisfaction and complaint processes are adhered to.</p> <ul style="list-style-type: none"> • Coordinate daily tasks, ensure adherence to the service delivery model including, but not limited to, excellent client service, support staff with case management, and manage feedback and complaints. • Act as a point of escalation for staff facing operational challenges, offering immediate guidance to resolve issues in real-time. 	<ul style="list-style-type: none"> • Sites maintain an NPS score over 30. • Contribute to responses to complaints within CoAct and Department timeframes. • Assist to identify and address root cause for complaints or issues with service delivery. • Caseloads maintain or grow month on month across sites of responsibility.
<p>Staff Engagement & Well-being</p>	<ul style="list-style-type: none"> • Foster a positive and collaborative team environment, ensuring high levels of engagement and morale. • Identify and address staff concerns or challenges that may impact their performance or well-being. 	<ul style="list-style-type: none"> • Staff turnover rates stay below 20% year on year. • Staff complete and remain up to date with any foundational learning. • Staff participate in professional development and network events.

	<ul style="list-style-type: none"> • Support professional development, creating opportunities for team growth and maintaining a culture of accountability. 	
Community Engagement	<ul style="list-style-type: none"> • Actively engage with the community, build relationships, promote organisational goals, and gather feedback to strengthen ties and visibility. <ul style="list-style-type: none"> • Foster partnerships with schools, provide information on the IEA program, and coordinate student referrals for access to support services. • Develop and implement strategies to create and promote client engagement activities, ensuring programs align with client needs and service goals. • Coordinate access to social support services, including food banks and medical centres, by maintaining relationships with service providers and ensuring timely referrals. • Represent the organisation at interagency meetings, collaborate with other service providers, and contribute to initiatives that benefit the community and client base. 	<ul style="list-style-type: none"> • Maintain accurate Regional Delivery Plans to address local labour market conditions and strategies to meet the needs of the caseload. • Maintain active relationships between the sites and local schools (a minimum of 1 school visit per month). • A minimum of 1 good news story per region per month.
Cultural Competence	<ul style="list-style-type: none"> • The ability to interact effectively with people across different cultures. • Integrate culture into their work environments and tailor care to meet colleagues, business partners and customers' social, cultural and linguistic needs. 	<ul style="list-style-type: none"> • Awareness of one's own cultural worldview. • A positive attitude towards cultural differences. • Knowledge of different cultural practices and worldviews. • Cross-cultural communication skills.

Work Health and Safety (WHS)	<ul style="list-style-type: none"> • Apply and promote Work Health and Safety (WHS) principles in delivering the work of the area. 	<ul style="list-style-type: none"> • Locate and access WHS information relevant to own work role. • Plan work in accordance with WHS legislation, codes of practice, and other CoAct/MCM policies and work procedures. • Identify hazards and report to supervisor. • Contribute to work health and safety participative processes. • Participate in the control of emergency situations Report incidents and injuries in accordance with organisation policies.
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KEY SELECTION CRITERIA

Values	Understanding of and commitment to living the Values of MCM. You will share our vision and values, including a commitment to achieving quality employment outcome for the most disadvantaged clients
Competencies (and level within CoAct Competency Framework)	<ul style="list-style-type: none"> • Coaching and Mentoring – Intermediate • Communication – Advanced • Collaboration & Partnership – Intermediate • Team Building – Advanced • Driving Performance – Intermediate • Adaptability – Intermediate • Results Orientation – Advanced • Attention to Detail – Intermediate
Personal Attributes	<ul style="list-style-type: none"> • Clearly articulates expectations, goals, and feedback. • Actively listens and encourages open dialogue. • Demonstrates empathy, builds strong relationships, and fosters a positive team culture. • Analyses situations quickly and makes informed decisions. • Takes ownership of team outcomes - both successes and failures. • Leads by example with ethical decision-making. • Navigates change and uncertainty with a positive mindset. • Provides constructive feedback and mentorship.
Required Experience	<ul style="list-style-type: none"> • Prior experience in the relevant industry.

	<ul style="list-style-type: none"> • 2–5+ years of experience leading a team, project, or department.
Required Qualifications	<ul style="list-style-type: none"> • Frontline staff involved in case management who do not have lived experience of disability or a minimum of three (3) years of industry experience are required and to hold or be actively working towards a relevant qualification. • Relevant qualifications include (but not limited to); Cert IV or above Community Services, Employment Services, Disability Support, Career Development etc.
Desirable Qualifications	<ul style="list-style-type: none"> • Certifications in leadership, project management, or coaching (e.g., Cert IV Leadership & Management, Agile, Lean Six Sigma, or industry-related accreditations).

Essential Safety Screening Requirements:

- Proof of Identity Check
- National Police check
- International Police check
- Current Victorian Working with Children Check (Employee)
- NDIS Worker Screening Check and Clearance Certificate
- Other Professional Registration (eg SPA, OT, etc.)
- Current Victorian Drivers Licence
- Right to work in Australia

POSITION AUTHORITIES

Number of Reports

Direct Reports				Indirect Reports – N/A			
Number:	8 - 12	FTE:	9	Number:		FTE:	
List Teams / Positions	Community Engagement Consultants , Workforce Retention Consultants & Diversity Recruitment Specialists			List Teams / Positions			

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**
- Staff from MCM Corporate teams
 - Teams across MCM
 - Staff from MCM Disability Services

- External Relationships**
- CoAct
 - Disability and employment stakeholders
 - Local businesses and councils

OUR VALUES

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

Together	<p>We are inclusive and accepting of difference</p> <p>We work in highly effective teams and our people are connected across our organisation</p> <p>We engage proactively with others to deliver outcomes</p>
Courageous	<p>We speak up constructively in line with our convictions</p> <p>We pursue our goals with determination</p> <p>We are passionate about our advocacy role</p>
Curious	<p>We are inquisitive and ask why</p> <p>We challenge the status quo</p> <p>We actively explore the alternatives</p>
Open	<p>We are transparent and have genuine, honest interactions</p> <p>We listen and hear people’s voices</p> <p>We value and respect the autonomy of clients</p> <p>We trust one another</p>
Accountable	<p>We act safely in all our interactions</p> <p>We manage within our financial and resource boundaries</p> <p>We own our outcomes and decisions</p> <p>We are proud of the work that we do</p>

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 and CoActs 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.