

POSITION:	Team Leader HACC Volunteer Programs
CLASSIFICATION:	SCES Level 4
REPORTS TO:	Volunteer Engagement Manager
DATE CREATED:	June 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 Team Leader is responsible for the oversight, leadership and development of the Community Friend Program and the Strengthening Parent Support Program.

The Community Friend Program supports adults living with disability, reducing social isolation through connections with trained volunteers who provide friendship and community-based social support.

The Strengthening Parent Support Program supports parents and carers of children aged from birth to 18 years with disability. The program delivers peer support groups, education and information sessions, and individual support, with services provided across 11 regions in Victoria, including direct support to families in the northern suburbs.

The Team Leader ensures both programs operate effectively, meet operational requirements, and respond to the needs of clients, families and the broader community.

POSITION PURPOSE

The Team Leader – HACC Volunteer Program is responsible for leading and coordinating the effective delivery of the Community Friend Program and the Strengthening Parent Support Program. The role provides strong operational leadership, ensuring programs are responsive, high-quality, and aligned to participant needs and organisational priorities.

The Team Leader plays a critical role in supporting and developing facilitators and coordinators, fostering a collaborative team culture, and strengthening volunteer engagement to maximise positive outcomes for participants and families. The position drives continuous improvement, monitors program performance, and ensures services are delivered in a safe, inclusive and person-centred manner.

This position operates at the Self Leadership level within the MCM Leadership Capability Framework, requiring initiative, accountability, and a commitment to achieving measurable outcomes.

POSITION DUTIES AND RESPONSIBILITIES

- Lead and coordinate the day-to-day operations of the Community Friend Program and Strengthening Parent Support Program in line with organisational requirements and strategic priorities.
- Provide supervision, coaching, mentoring and regular feedback to team members in line with organisational practices
- Act promptly and in accordance with organisational policies in managing performance, conduct, and wellbeing matters for staff and volunteers.
- Provide ongoing support and oversight to volunteer-participant relationships.
- Foster a positive, inclusive, and collaborative team environment.
- Ensure programs are delivered efficiently, safely, and in a manner that is responsive to participant and community needs.
- Lead volunteer recruitment, induction, recognition, and retention strategies to maintain target numbers and engagement.
- Facilitate and oversee matching processes between volunteers and participants, ensuring suitability based on needs, preferences, and capabilities.
- Oversee the intake, assessment, and suitability of participants for the CFP program
- Regularly assess community demand for social support services and identify opportunities for program growth and development.
- Monitor and evaluate program effectiveness, including the design and implementation of annual surveys and feedback mechanisms.
- Implement continuous improvement strategies to enhance service quality and participant outcomes.
- Develop, review, and maintain program manuals, policies, and procedures to ensure alignment with organisational and regulatory requirements.
- Ensure programs are audit-ready and compliant, including the development, implementation, and review of required plans.
- Undertake risk assessments for existing and proposed services and ensure appropriate mitigation strategies are in place.
- Establish and maintain effective partnerships and networks that enhance program delivery and outcomes.
- Identify and pursue opportunities to promote programs and raise community awareness, including the delivery of training and information sessions.
- Participate in sector consultations and relevant forums to ensure programs remain informed and contemporary.

- Contribute to the development, management, and monitoring of program budgets in partnership with the Manager.
- Support the identification and development of opportunities for program expansion and sustainability.

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 all aspects of MCM's Cybersecurity strategy and associated procedures, guidelines and required professional standards and practices.
- Ensure staff are aware of the Cybersecurity strategy and how it applies to their role.
- 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

- Relevant qualification in the human services / community development field.
- Demonstrated experience of coordinating volunteers, and an understanding of issues relating to volunteering and the provision of a volunteer service.
- Experience providing supervision, coaching, and mentoring to staff and volunteers, supporting their development and performance in line with organisational practices.
- Demonstrated experience working with neurodivergent individuals, and a sound understanding of the needs and experiences of people living with disability and/or mental ill health.
- Demonstrated ability to apply person-centred, strengths-based approaches that promote inclusion, dignity, and improved wellbeing outcomes.
- Experience in training and presenting to groups.
- Ability to work in a cross-culturally sensitive manner.
- Well-developed written and organisational skills.
- Well-developed computer skills.
- A full current Australian driver's licence and full comprehensive insurance.

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

Desirable:

- An understanding of developing and managing a budget
- An understanding of the HACC Sector, and HACC compliance processes.
- Experience in the use of a database e.g. CRM

POSITION AUTHORITIES**Number of Reports**

Direct Reports :3				Indirect Report 0			
Number:	3	FTE:	.8	Number:		FTE:	
List Teams / Positions	• Community Friend Program • Strengthening Parent Support Program			List Teams / Positions			

Expenditure

Operating:	N/A	Capital:	N/A
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Supervision or Direction Required

The Team Leader is subject to strategic, operational, and professional direction from senior leadership and reports to Manager Volunteer Engagement. The position has responsibility for people leadership and supervision of coordinators for the volunteer programs.

Planning

The role is responsible for managing own time and priorities, establishing team priorities and workflow allocations aligned to service demand, setting operational goals and performance expectations for team members, contributing to planning and implementation of operational improvements and supporting delivery of organisational and program-level objectives.

Freedom to Act

The Team Leader has authority to make operational and team-level decisions in line with organisational policies and procedures, applies professional knowledge, experience, and judgement to resolve complex service and client matters, manages escalations and service delivery risks independently where appropriate and implements organisational policies, procedures, and service standards

Assistance to Higher Level

The role provides operational advice relating to customer service, support to senior management in the delivery of the Volunteer Program. Contribute to planning and operational decision-making by identifying issues, risks, and opportunities for improvement, while supporting the review and continuous enhancement of systems, procedures, and workflows. Assists manager with audit readiness, reporting, and compliance requirements, ensuring alignment with organisational policies, service standards, and regulatory frameworks, and support the achievement of program objectives and strategic priorities.

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"> • MCM Group • Corporate Services staff (Finance, Organisational Development and Occupational Health and Safety, People and Culture) |
| External Relationships | <ul style="list-style-type: none"> • Clients and their families • Department of Fairness, Families and Housing • Department of Social Services • Community Volunteers |

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.