

POSITION:	Lived Experience Advisor
CLASSIFICATION:	SCHADS Above Award Rate Level 2
REPORTS TO:	Lived Experience Team Coordinator
DATE UPDATED:	Aug 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 LGBTQIA+ 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 MCM Policy, Advocacy, Government Relations and Lived Experience team (PAGLE) believe that young people who have experienced disadvantage hold valuable knowledge and expertise and can teach us about the systems and services that support them in the best ways.

The MCM Policy and Advocacy team functions across four conceptual domains:

Government Relations:

Building and maintaining strong working relationships with key government stakeholders across state, federal and local governments, including members of parliament, advisers and within the public service.

Policy development:

Developing the research, policy and solutions needed to achieve our vision of an inclusive, fair, and equitable society.

Advocacy:

Identifying and implementing advocacy strategies to achieve the change needed, including through Government relations, submissions, engagement with the media, collaborations with other sector organisations or allies.

Lived Experience:

Collaborate and contribute as design and evaluation partners for relevant MCM Group services, policies and procedures as part of the implementation of the organisation-wide Lived Experience & Engagement Framework including Policy, Advocacy, Government Relations, Lived Experience implementation plan.

MCM's Lived Experience Engagement Participation (LEEP) framework provides the guiding principles from which the role of Lived Experience Engagement Advisor will operate: Inclusive; Integrity and Accountability; Action-oriented; Strengthening; and Incorporated.

POSITION PURPOSE

The Lived Experience Advisor role will be part of strengthening and embedding the voices and insights of lived experience into the organisation in line with MCM's Strategic Plan 2023-27.

MCM Group is when we refer to the three organisations under the MCM banner, which are MCM, MCM Housing, Hester Hornbrook Academy, and Quantum Support Services.

Applicants will bring lived experience relevant to this role and be at a stage in their recovery journey where they can safely and sustainably draw on those experiences in a professional capacity. This means applicants are not currently experiencing an acute period of crisis, and have sufficient wellbeing, stability and support to undertake the responsibilities of the role.

This is a part-time position. The position will provide a learning and development opportunity to build on skills, capacity, understanding, and confidence working in an organisation. Working with internal and external stakeholders and across different projects and different forms of Media (e.g. Radio, social media, television, newspaper)

POSITION DUTIES AND RESPONSIBILITIES**Duties of this role may include but are not limited to the following:**

- Implement lived experience and expertise across the MCM Group adding practice wisdom to benefit and increase the capacity of the organisation to better respond to the needs of people we support.
- Participate in lived experience practice and may include insight, advice, design-thinking and/or project-based participation that underpin services and models for the people we support including:
- Designing new programs and improving existing ones.

- Involvement in research projects.
- Writing articles for internal and external communications
- Advocacy including participation on panels, conferences, external meetings and media.
- Supporting marketing and communications team with creation of new resources and advertising.
- Supporting philanthropy and fundraising including developing campaigns and events such as Sleep @ the G.
- Providing advice to MCM Housing staff in relation to design of new housing models.
- Advising executive and boards on a range of areas.
- Collaborate with Policy, Advocacy and Government Relations team to understand and implement current advocacy, strategies and projects that include lived experience participation.
- Participate in supervision and internal meetings.
- Commitment to punctuality and attendance to the role performance
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements which will be introduced in the induction training period.
- Implement strategies to maintain personal wellness and request support (as required)

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.
- 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

When answering the Key Selection Criteria (KSC), please refer to the Position Description Explainer (PDE) and email any questions for further explanation if needed. All questions are welcome.

- An understanding of the *current experiences of young people* who are seeking support from MCM services and programs across Victoria.
- Ability to *use own life experiences and expertise* to advise, support and collaborate with teams across

the MCM Group.

- An understanding of *some of the key issues* affecting people with multiple and complex support needs including homelessness, mental illness, alcohol and other drug use, health and safety, social exclusion, and community connection.
- Willingness to undergo developmental *supervision* to support your role and professional progression.
- A commitment to complete induction training modules to understand and comply with *Child Safety Standard requirements*.
- *Computer literacy* or skills that enable you to use Outlook email, Microsoft Teams and Word.

Safety screening checks will require you to complete applications for a National Police Check (International also if required), a current Working With Children's Check (Employee), and the Right to Work in Australia (for any current Visa holders).

Completion of these checks can include *support and discussion with the Lived Experience Team Coordinator*

- Refer to the Key Selection Criteria for experience required

Essential Safety Screening Requirements:

- Proof of Identity Check
- National Police check
- International Police check
- Current Victorian Working with Children Check (Employee)
- Right to work in Australia

Desirable:

MCM highly values a diverse workforce and is recognised by the Diversity Council of Australia as an inclusive employer. We strongly encourage applications from First Nations people, people with disability, people from diverse cultural and linguistic backgrounds, and people who identify as LGBTQ+

POSITION AUTHORITIES

Number of Reports

Direct Reports				Indirect Reports			
Number:	0	FTE:	0	Number:	0	FTE:	0

List Teams / Positions		List Teams / Positions	
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Supervision or Direction Required

Regular formal supervision. Informal supervision as required. This will be conducted by the Team Coordinator or the PAGLE Manager.

Planning

Coordination of participation and engagement activities are done in collaboration with the LEEP team Coordinator and negotiated according to organisational and strategic priorities.

Freedom to Act

LEEP Team members are to contribute with agency according to their Lived Experience and Expertise within accepted program perimeters and with the leadership of the LEEP Team Coordinator and Manager.

Assistance to Higher Level

All reviews of LEEP Program processes are subject to review from the LEEP Team including recruitment, transition and Practice Guide. Reviews are subject to alignment with MCM policies, Healing Oriented and LEEP frameworks. The LEEP team will also be contributors to review service design, governance and organisational policy where relevant and as engaged to do so across MCM Group.

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

- MCM Group

External Relationships

- Stakeholders related to external facing advocacy

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.