



Position:	Program Coordinator – based in Melbourne CBD, with travel to other locations as required
Reports to:	Program Manager
Position details:	Fixed term, 12 months (until June 2027, with potential for extension subject to funding) Part-time 0.6-0.8 FTE (negotiable) Social and Community Services Worker under SCHCADS Award, Level 5, Pay Point 1

About Women and Mentoring (WAM):

WAM is a community-based crime prevention program providing mentoring support for cisgender and transgender women and non-binary people in contact with the legal system. Through early intervention, we support participants to build connection and stability for positive life outcomes. WAM recruits, trains, and supports volunteer mentors using trauma-informed and strengths-based approaches.

We currently operate across Greater Melbourne and some parts of regional Victoria supported by a combination of government, philanthropic, and community funding. Over the past few years, WAM has expanded its reach into regional Victoria using a blended model of in-person and remote mentoring to ensure equitable access regardless of geography and support needs.

Position Overview:

The Program Coordinator plays a key delivery role within WAM’s mentoring program team, supporting both metropolitan and regional participants. This is a hands-on coordination role requiring the ability to quickly build knowledge of WAM’s model, establish strong working relationships, and confidently support an active caseload of approximately 10-15 mentoring matches.

A key focus of the role is maintaining high-quality, trauma-informed mentoring relationships while actively contributing to referral growth and program impact across Victoria.

Key Responsibilities:

Program Delivery

- Coordinate a blended caseload of metro and regional mentoring matches (building to approx. 10-15 active matches at any time)
- Facilitate matching, goal-setting and ongoing review meetings providing regular check-ins and responsive support to mentors and participants
- Ensure safe, structured and trauma-informed mentoring practice across all matches
- Support continuity of service across both in-person and remote delivery modes.

Participant Intake, Assessment, and Support

- Manage intake processes including eligibility screening and needs assessment.
- Provide trauma-informed and culturally safe support and provide warm referrals to other appropriate community services when required.
- Support participant engagement and retention through relational practice

Mentor Coordination, Training and Supervision

- Support recruitment, assessment, and onboarding of volunteer mentors
- Deliver remote and in-person mentor training and ensure mentors understand their role and responsibilities
- Provide ongoing supervision, guidance and professional development opportunities.
- Monitor mentor engagement, manage performance concerns and identify opportunities to improve mentor experience
- Maintain strong safeguarding and quality assurance in mentoring relationships

Stakeholder Engagement & Referral Development

- Build and maintain relationships with courts, community services, and referral agencies across metro and regional Victoria
- Actively develop and strengthen referral pathways in new and existing regions
- Represent WAM in community forums, networks, and sector meetings
- Promote WAM's mentoring model to key stakeholders and service partners

Program Systems and Reporting

- Maintain accurate and up-to-date records in WAM's case management system.
- Ensure effective use of digital platforms to support remote and blended mentoring delivery
- Contribute to program reporting requirements within the team
- Support ongoing program evaluation and improvement through reflection, feedback and practice refinement.

Team Participation & Culture

- Participate in team meetings, professional development, and supervision.
- Work collaboratively within the Program Team
- Share practice insights to support consistency and program quality
- Contribute to a positive, reflective and strengths-based team culture.

Selection Criteria:

Essential:

- Qualifications in community development, social work, criminology, or social or health sciences (or equivalent experience).
- Experience working with people experiencing complex trauma, including family violence, mental health, homelessness, and/or alcohol and other drug issues.
- A strong understanding of the issues impacting criminalised women and systemic barriers
- Experience working in trauma-informed and strengths-based practice frameworks.
- Ability to assess risk, suitability and program fit for participants and volunteers

- Demonstrated ability to establish and manage a live caseload and coordinate participant journeys end-to-end.
- Excellent written and verbal communication skills, with the ability to communicate clearly, sensitively, and professionally across diverse audiences.
- Competence using digital platforms and IT/case management systems.
- Strong organisational skills, with the ability to manage competing priorities in a dynamic environment.

Desirable:

- Experience in supporting volunteers, including recruitment, screening, onboarding, training, and retention.
- Experience in stakeholder engagement and referral pathway development
- Familiarity with the justice system in Victoria.
- Experience working in mentoring programs or relational service models

Other Requirements:

- Current Victorian Driver's License and willingness to travel into regional Victoria.
- Police Check and Working with Children Check (provided by WAM).

Join Our Team:

This is a delivery-focused coordination role suited to someone who can step in quickly, build strong working relationships, and confidently manage a blended metro-regional caseload. You'll be part of a supportive, reflective team that values shared learning and consistent practice, while also working independently across locations to deliver high-quality mentoring outcomes.