

POSITION:	Diversity Recruitment Specialist Inclusive Employment Services
REPORTS TO:	Team Leader Inclusive Employment Services
DATE CREATED:	September 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

The Diversity Recruitment Specialist (DRS) role is centred on employer engagement, creating pathways for clients by ensuring employers are engaged, aware, and open to hiring individuals with disabilities. The DRS are dedicated to employer engagement, focusing on identifying suitable job opportunities that match each client's skills and goals. Through Reverse Marketing, the DRS build and maintain relationships with employers, connecting clients to inclusive job opportunities. They run Job Clubs, offering guidance in resume writing, interview preparation, and presenting oneself professionally. The DRS conduct assessments of prospective workplaces, ensuring accessibility and cultural safety. This role also involves educating employers about disability accommodation and advocating for supportive work environments tailored to the needs of each client.

POSITION DUTIES AND RESPONSIBILITIES

Key Accountability Areas	Key Responsibilities	Success Criteria
Individualised Job Search Support	• Provide tailored 1:1 job search support to clients, focusing on their specific strengths, challenges, and preferences. • Assist clients in navigating various job search platforms, government services, and other employment resources. • Identify and address any barriers or specific needs clients face in the job search process, including those arising from disability or other personal circumstances. • Provide follow-up support and resources for clients to implement job search strategies effectively.	• Support a minimum of 10 clients per week with personalised job search strategies. • Maintain accurate client records, including session attendance and follow-ups. • Ensure a high satisfaction rate through client feedback and measure effectiveness of tailored strategies. • Demonstrate increased client confidence and transition from job search to interviews.
Job readiness workshops	• Facilitate job search workshops for groups, focusing on resume building, interview preparation, and other employment readiness topics, ensuring accessibility for all participants. • Use interactive methods (e.g., mock interviews, role-playing) to enhance engagement and practical learning. • Collaborate with the team to ensure that workshops reflect local labour market trends and meet client needs	Develop and maintain a structured timetable offering a balanced selection of capacity-building workshops across the site, ensuring a minimum of 4 workshops per month. • Maintains a well-balanced and consistently updated workshop timetable, ensuring appropriate attendance levels and accurate recording of participation and session outcomes in line with capacity-building goals. • Delivers engaging and inclusive job search workshops covering key employment readiness topics, such as resume writing and interview preparation, ensuring content is accessible and relevant to all participants. • Maintain accurate attendance records and file notes for each workshop within 24 hours of completion.

		• Proactively identifies participants with additional support needs during workshops and makes appropriate referrals to further workshops or support programs to enhance client outcomes. • Makes timely and relevant referrals to additional workshops based on insights gained through participant observations and discussions, ensuring support aligns with individual client needs.
Marketing and Employer Engagement	• Develop compelling employer profiles that capture recruitment needs and align with diversity and inclusion objectives. • Create and implement targeted marketing strategies to promote job placements and engage local employers. • Build strong, ongoing relationships with employers to ensure continued collaboration and job opportunities for clients. • Maintain regular communication with employers to monitor employee performance and address any issues. • Provide support and guidance to both the employer and employee to foster a positive work environment and ensure long-term job retention.	• Develop a minimum of 10 new employer profiles per month and actively market to employers within the local labour market. • Track and report on all job placement success rates, employer feedback, and client outcomes. • Ensure increased employer participation in diversity – focused recruitment activities
Customised Employment	• Conduct in-depth task analyses for clients, aligning their skills and preferences with potential job roles or customised work experiences. • Build relationships with employers to negotiate tailored job opportunities, including work trials or job carving. • Provide continuous support post-placement, focusing on retention strategies to ensure long-term success.	Secure customised employment opportunities for at least 5 clients per month, aligned with their interests and skills. • Maintain a high rate of job retention, with regular followups and adjustments made to support both employer and client needs. • Demonstrate successful job carving and work trial placements, with positive feedback from both clients and employers.
Job Fairs and Expos	• Maintain regular communication with employers to monitor employee performance and address any issues.	• All employer and employee issues are addressed early through regular check-ins,

	Provide support and guidance to both the employer and employee to foster a positive work environment and ensure long-term job retention	leading to sustained placements and positive working relationships.
Cultural Competence	• Represent the organisation at job fairs, expos and employment events to promote services, network with potential employers and attract clients. • Where localised events can't be a source, take the initiative to engage employers and clients from in-house to create opportunities. • Coordinate booth setup, engage with attendees, distribute materials, and gather leads to support recruitment and employment initiatives	• Attend 1 Job Fair or Employment event per month. • Capture Good News Stories for social media and marketing promotion. • Track and report all the events outcomes, including employer connections, candidate referrals, and ROI, to assess effectiveness and improve future participation using the Regional Delivery Plan.
Work Health and Safety (WHS)	• Apply and promote Work Health and Safety (WHS) principles in delivering the work of the area.	• Locate and access WHS information relevant to own work role. • Plan work in accordance with WHS legislation, codes of practice, and other CoAct policies and work procedures. Page 5 of 6 Key Accountability Areas Key Responsibilities Success Criteria • 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.

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	• Communication – Intermediate • Collaboration & Partnership – Intermediate

(and level within CoAct Competency Framework)	• Relationship Development – Intermediate • Coaching and Mentoring – Intermediate • Adaptability – Advanced • Attention to Detail – Intermediate • Results Orientation – Advanced • Influence – Intermediate • Care – Advanced • Decision Making – Intermediate • Strategy – Intermediate
Personal Attributes	• . Results driven & business oriented. • Confident communication. • Strong empathy and an ability to build rapport with diverse individuals. • Creative problem-solving skills and adaptability to tailor support to individual needs. • A solutions-focused approach that fosters motivation and drives positive outcomes
Required Experience	• Frontline experience within an employment services provider. • We seek candidates with a diverse range of skills from both within and beyond the sector, recognising the value of unique industry experience and perspectives.
Required Qualifications	• 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. • Candidates are required to hold an approved working with children check and positive police clearance

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

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 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.