

POSITION DESCRIPTION

POSITION TITLE: Cocoon Coordinator

REPORTS TO: Team Leader, Manager - Cocoon

REMUNERATION CLASSIFICATION: Social, Community, Home Care and Disability Services
Industry Award 2010 – Level 5

LOCATION: The Cocoon, St Kilda, Melbourne

HOURS: 30–37.5 hours per week, equivalent to 8–10 days per fortnight

TERM: Initial 12-month contract, with strong potential for renewal

ROSTER: Shifts rostered between 9:00am and 8:00pm, with some flexibility required to meet resident and service needs

KEY INTERNAL STAKEHOLDERS: Team Leader, Manager, Wellbeing Coordinator, Lived Experience Mentor, Wellbeing Mentor, Cocoon staff and broader Bridge It team

KEY EXTERNAL STAKEHOLDERS: Residents' care teams, external case managers, housing providers, specialist services, community partners and families/support networks where appropriate

ORGANISATION OVERVIEW

Bridge It is a Melbourne charity creating innovative solutions to youth homelessness.

Our Cocoon model provides young women and gender diverse people aged 16–21 with their own fully self-contained studio apartment for an 18-month tenancy, combined with wrap-around support focused on building the skills, confidence and wellbeing they need to thrive in life.

Bridge It is entering an exciting new phase of growth. In late 2026, we will open Cocoon #2, expanding our supportive housing program in St Kilda. Our core organisational values are Fun, Community, Aspiration, Connection and Safety.

ROLE PURPOSE

As the Cocoon Coordinator, this role is central to the day-to-day running of Cocoon #2 and the coordination of support for all 14 residents.

The role oversees a safe, supportive and engaging residential environment while ensuring each young person receives responsive, relationship-based assistance. This includes providing some direct resident support and guiding shared approaches with the Lived Experience Mentor, Wellbeing Mentor, other Cocoon staff, external case managers, care teams and specialist services.

The Coordinator will help keep resident planning consistent, trauma-informed and aligned with each person's goals, wellbeing needs and risk considerations. The role also contributes to the smooth operation of the property, supports wellbeing and risk discussions, and works collaboratively with internal and external stakeholders to help young people thrive and build independence. In the first phase of Cocoon #2, the Coordinator will play a leading role in resident intake and onboarding, helping welcome the first residents and shape the culture, systems and day-to-day ways of working for a brand-new Cocoon.

KEY DUTIES

Establishing Cocoon #2	• Play a leading role in resident intake, ensuring the first residents are welcomed in a thoughtful, organised and trauma-informed way. • Work alongside the Team Leader and broader Bridge It team to develop clear day-to-day ways of working for Cocoon #2. • Contribute ideas, feedback and practical insight as the Cocoon Coordinator role and service model continue to evolve. • Assist with resident orientation, community-building and the creation of a positive residential culture.
Resident Support and Engagement	• Build strong, trusting relationships with residents through regular engagement and everyday interactions. • Provide direct practical and wellbeing-focused support, including assistance with planning, emotional regulation, navigating interpersonal challenges, attending appointments and working towards personal goals. • Identify each resident's practical and wellbeing needs and link them with the right mix of internal staff, mentors and external services. • Support residents to access The Cocoon's therapeutic and wellbeing programs, including groups, activities and one-on-one supports. • Encourage participation in community activities and help foster a positive, connected and inclusive living environment. • Co-facilitate groups, community events and resident activities as required, while supporting other team members to contribute to resident engagement.
Resident Coordination and Care Planning	• Maintain oversight of the support needs, goals, wellbeing and risk considerations of all 14 residents at Cocoon #2.

	• Conduct regular resident check-ins to monitor wellbeing, identify goals and provide early assistance when concerns arise. • Coordinate care planning and follow-up with external case managers, care teams, internal mentors and other stakeholders to ensure residents receive timely assistance. • Delegate and follow up agreed actions with the Lived Experience Mentor, Wellbeing Mentor and other Cocoon staff to promote consistency and shared accountability. • Attend care team meetings as required and contribute to collaborative planning, ensuring key actions are communicated and followed through. • Maintain a strong understanding of each resident's strengths, goals and circumstances, and ensure this informs shared planning and day-to-day responses.
Risk Management and Wellbeing	• Monitor resident wellbeing and emerging risks, escalating concerns in line with policy. • Work with staff and external partners to ensure timely, consistent and trauma-informed risk responses. • Participate in risk reviews, allocations and multidisciplinary meetings. • Promote resident safety, wellbeing, tenancy success and professional boundaries.
Operations and Property Coordination	• Help maintain a safe, welcoming and well-presented living environment. • Conduct walkthroughs and identify maintenance, safety or environmental concerns. • Assist with maintenance requests, supplies, communal spaces and property records. • Follow security procedures and support smooth day-to-day operations.
Documentation and Administration	• Maintain accurate resident records, case notes, risk reports and handovers. • Record information in line with organisational procedures, privacy requirements and reporting standards. • Contribute to data collection, reporting and service evaluation as required.
Collaborative Practice and Resident Outcomes	• Work with the Wellbeing Coordinator, Lived Experience team, Team Leaders and external partners to support positive resident outcomes. • Support communications by capturing approved program content. • Contribute to a positive, collaborative team culture.

Other Duties

- Undertake other duties consistent with the position as reasonably directed by Bridge It.

KPIS

- Facilitate and attend monthly meetings with residents.
- Chair handover meetings to discuss residents' progress and flag concerns.
- Maintain a well-kept, clean, welcoming and well-stocked Cocoon.
- Build positive relationships with residents.
- Support attendance at Cocoon programs by actively engaging residents.
- Comply with Cocoon policies and procedures.
- Ensure maintenance is reported and completed.
- Delegate tasks to relevant team members and support the broader team with their tasks where appropriate.

QUALIFICATIONS, EXPERIENCE AND CAPABILITIES

- Minimum 2 years' experience in housing and homelessness case management, including assessment, care planning and support coordination.
- Minimum 5 years' experience in social work, welfare, housing, homelessness, community services, family violence, youth work or other support and advocacy roles involving risk assessment, risk management and supporting people with complex needs.
- Demonstrated experience identifying, assessing and responding to risk, including developing risk management strategies and escalating concerns appropriately.
- Strong understanding of trauma-informed, strengths-based and person-centred practice.
- Demonstrated ability to provide culturally safe, inclusive and responsive support to young people from diverse cultural, religious, linguistic and lived experience backgrounds.
- Understanding of the unique experiences, strengths and challenges of Aboriginal and Torres Strait Islander young people, and a commitment to culturally safe practice and self-determination.
- Understanding of family violence and its impact on young people; training in family violence risk assessment and management frameworks such as MARAM is highly desirable.
- Experience working with young people experiencing homelessness, housing instability, trauma or other complex needs is desirable.
- Experience working within Out of Home Care, Residential Care, Transitional Housing or Supported Accommodation programs is desirable.
- Exceptional written and verbal communication skills, outstanding interpersonal skills and the ability to build strong relationships with young people, colleagues and external stakeholders.
- Excellent organisational and time management skills, with the ability to manage competing priorities and effectively coordinate multiple tasks and stakeholders.
- Strong documentation, record-keeping and administrative skills, including proficiency in Microsoft Office and computer-based record-keeping systems.

- Ability to delegate tasks appropriately and support shared accountability across care teams, case managers, housing providers, internal staff and external services.
- Ability to remain calm, adaptable and solutions-focused when managing complex situations and emerging risks.
- Commitment to ongoing learning, reflective practice and professional development, and a genuine passion for improving outcomes for young people.

QUALIFICATIONS, CHECKS AND LICENCES

- Qualification in Social Work, Youth Work, Community Services, Psychology, Human Services or a related discipline is desirable.
- Current Australian Driver's Licence.
- Right to work in Australia.
- Current Working with Children Check, National Police Check, and First Aid and CPR certification, or ability to obtain these with Bridge It support for successful applicants.

EMPLOYEE ACKNOWLEDGEMENT

I, <insert full name>, acknowledge that I have read and comprehended the role requirements for my position. I am committed to fulfilling these responsibilities to the best of my abilities.

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(signature)

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(date)