



Position Description

Community Support Services Lead

Classification: SCHADS Level 5

Employment Type: 0.8–1.0 FTE (hours negotiable for the successful candidate)

Reports to: CEO

Organisational purpose and summary:

Mornington Community Support Centre (MCSC) exists to build a fair, connected, and caring Mornington Peninsula community where everyone can thrive. Guided by our vision of connection, support and compassion for all, we are a vibrant local hub offering safety, practical help and advocacy for people facing hardship. Our purpose is to meet real local needs through emergency relief, food security, shared meals, crisis accommodation, volunteering, and pathways to financial wellbeing, while working alongside other services to strengthen community resilience. We live our values every day: humility as we listen and learn; respect for each person's story and culture; compassion as the heartbeat of our response; support that walks beside people; and dignity that upholds everyone's inherent worth. Together, these commitments drive our service, our partnerships, and our leadership for lasting change.

1. Position Overview

The Community Support Services Lead works under general direction from the CEO and is responsible for leading the organisation's Emergency Relief (ER) program along with a range of community support initiatives. The role ensures quality, compliant, and client-centred service delivery through effective volunteer support, contract management, sector engagement, and program coordination. A key aspect of this role is to work with our diverse team of staff and volunteers to get the best out of each person, and the highest outcome for our clients.

This position applies a high level of knowledge and judgment to oversee community support functions, identify service gaps, and design solutions that respond to emerging community needs. The role manages relationships with CISVic, external agencies, and community partners, while contributing to organisational planning, reporting, and program development. The Community Support Services Lead plays a key role in maintaining MCSC's reputation as a trusted, responsive, and compassionate community service provider.

2. Key Responsibilities

2.1 Emergency Relief Program Leadership

- Oversee the day-to-day delivery of the Emergency Relief (ER) program, ensuring compassionate, safe, and effective service delivery.

- Work with our staff team to support, guide, and coordinate on-the-job training for ER volunteers to deliver consistent, high-quality client support.
- Manage compliance with ER-related contract requirements, funding obligations, and reporting expectations.
- Maintain strong liaison with CISVic, representing MCSC in sector communications and ensuring adherence to network standards.
- Work collaboratively with the staff team to ensure ethical allocation of ER resources in accordance with organisational guidelines.
- Participate in the MCSC Leadership Team.

2.2 Community Support Program Coordination

- Coordinate community support services and activities, including partnerships with external agencies and local service providers.
- Provide supervision and support for Financial Wellbeing and Capability Coordinator (FWCC).
- Supervise and coordinate student placement program.
- Build and maintain collaborative relationships with stakeholders to enhance service pathways and client outcomes.
- Identify gaps in community support offerings and develop new program responses or service models, including open days, collaborative sector events etc.
- Contribute to organisation-wide strategies to improve access, engagement, and holistic community support.
- Coordinate with the FWCC to engage with schools to ensure wellbeing provision is accessible and integrated in the community.

2.3 Volunteer Support & Supervision

- Provide day-to-day guidance, support, and role clarity for volunteers involved in community support and ER programs.
- Coordinate support for staff and volunteers, including debriefing and crisis management.
- Manage rostering and supervision of volunteers for the ER and Community Support programs to ensure adequate coverage and smooth service delivery during operational hours.
- Utilise expert staff and others to coordinate and deliver volunteer training, induction, and ongoing learning relevant to community support services.
- Set priorities and monitor workflow within volunteer-supported programs.
- Oversee and coordinate group volunteer training and informal engagement to ensure strong cohesion across MCSC's various program areas.

2.4 Material Aid & Resource Management

- Oversee the management and distribution of material aid, including monitoring stock levels and replenishment needs for food, sanitary products, and other items as required in the ER program.
- Responsible for setting the ER budget, as guided by the CEO.
- Ensure material aid systems support timely, equitable, and efficient distribution.
- Contribute to the development and improvement of material aid processes.
- Manage logistics and stock for Needle and Syringe program and Share the Dignity.

2.5 Planning, Reporting & Compliance

- Prepare regular reports to the CEO on program delivery, community needs, trends, and service outcomes. This will include both anecdotal and data performance.
- Contribute to budgeting for community support programs and material aid requirements.
- Ensure compliance with privacy of data and client information in accordance with legislative requirements.
- Ensure compliance with legislative, contractual, and organisational policies, including child safety, privacy, and psychosocial hazards.
- Participate in organisational planning and continuous improvement processes.

2.6 Representation & Stakeholder Engagement

- Represent MCSC in Emergency Relief, CISVic, and broader community-support-related networks.
- Promote MCSC's values, approach, and programs when engaging with external partners.
- Provide expert advice and insights to support organisational decision-making.

2.7 Complex Clients

- Work with the Financial Wellbeing and Capability Coordinator and Housing and Homelessness Coordinator to establish/grow referral pathways for ongoing client needs.

2.8 Extent of Authority

- To exercise a degree of autonomy within defined organisational objectives and budgets.
 - Set outcomes for volunteers and guides operational practices within community support services.
 - Make informed decisions where procedures are not clearly defined, with support available from the CEO.
-

3. Organisational Relationships

Reports to: CEO

Supervises: Volunteers involved in ER and community support programs, Financial Wellbeing and Capability Coordinator, students on placement.

Internal relationships: CEO, Leadership Team (CEO, CSSL, COL, and MFL), program staff, operations staff, volunteers.

External relationships: CISVic, community agencies, service partners, local networks, stakeholders, DFFH.

4. Compliance & Workplace Health and Safety

- Ensure compliance with WHS legislation and organisational safety procedures.
 - Report hazards, incidents, and risks promptly.
 - Promote safe work practices within community support and material aid environments.
 - Ensure all volunteers adhere to organisational safety and conduct expectations.
-

5. Key Selection Criteria

5.1 Essential

- Demonstrated experience in community services, Emergency Relief, casework support, or equivalent roles.
- Strong understanding of community needs, vulnerability indicators, and support pathways.
- Experience supervising or supporting volunteers in service delivery settings.
- Ability to manage program responsibilities including compliance, reporting, and stakeholder engagement.
- Strong interpersonal communication skills, with the ability to work effectively with clients, volunteers, and partner organisations.
- Strong team-oriented leadership skill set.
- Demonstrated ability to set priorities, manage competing demands, delegate appropriately, and exercise initiative.
- Knowledge of relevant sector frameworks, standards, and community support practices.

5.2 Desirable

- Experience working within CISVic standards or similar ER networks.
- Experience developing community programs or service models.
- Knowledge of material aid processes, safety standards, and service logistics.

6. Other Requirements

- Current Working with Children Check and Police Check (or willingness to obtain).
- Flexibility to work occasional evenings or weekends as required.
- Valid driver's licence desirable.
- Other tasks assigned as appropriate.

7. Acceptance

Employee Name: _____

Signature: _____

Date: _____

CEO Signature: _____

Date: _____