



position description

Job Title:	Senior Member Care Consultant
Position ID:	NEW
Location:	Yuggera/Tuurbal Milton
Division/Programme:	Employment Services Operations Team
Immediate Manager:	Member Care Coordinator

about us

yourtown is a trusted provider of services for young people, with a focus on mental health and wellbeing, long-term unemployment, prevention of youth suicide, child protection, as well as support for those experiencing domestic and family violence.

We exist to help young people realise they can tackle whatever life throws at them. To believe in their unique strengths, tenacity and self-determination, to identify and create the path they want for themselves.

Our goals are achieved through genuine collaboration with community, we depend on the support of donors, sponsors, governments and Art Union supporters to fund our vital services, to give children and young people the confidence to rise up and keep moving forward to achieve their potential.

yourtown has a zero-tolerance approach to abuse and we believe that Safeguarding is a shared responsibility of all, for all.

purpose of the position

To support performance, compliance and service continuity across Employment Services contracts, including Transition to Work (TtW) and Inclusive Employment Australia (IEA). This role drives outcome performance through the validation, processing and claiming of outcomes, provides specialist contract and claims guidance, manages complex claims and escalations, and supports continuous improvement within Member Care. Working closely with the Member Care Coordinator, the role builds capability through mentoring, quality assurance and technical support, while ensuring business continuity for critical claiming functions.

responsibilities

May include, but are not limited to:

- Deliver quality services that enhance the lives of young people by focusing on their strengths and inherent abilities:
 - Deliver services which are individually focused in recognition that every young person is unique.
 - Deliver services that are outcome focused, professional and aligned with child safety requirements.
 - Create opportunities for changes in lives of young people through enhanced employment and education outcomes.

- Manage Member Care operations, claiming and revenue assurance activities to maximise participant retention, contractual performance, compliance and revenue outcomes.
 - Manage a post-placement support caseload to maximise retention, participant support and outcome achievement.
 - Prepare, validate and process employment outcome claims in line with contract requirements and evidence standards.
 - Maintain accurate, auditable records to support claims, compliance and revenue assurance activities.
 - Monitor claim progression, resolve issues and support month-end claiming, reconciliation and forecasting processes.
 - Track claim readiness, conversion performance and revenue risks to maximise outcomes.
 - Promote and oversee wage subsidy opportunities and associated documentation for eligible participants and employers.
- Provide specialist advice and leadership in complex claims management, contractual interpretation and escalation processes to support quality outcomes and revenue assurance.
 - Provide specialist advice on outcome eligibility, evidence requirements, claiming rules and contract compliance.
 - Manage complex, disputed or escalated claims in consultation with the Member Care Coordinator.
 - Identify claim risks, process gaps and barriers, recommending solutions to improve continuity, compliance and revenue outcomes.
 - Communicate claim, contract and policy updates to relevant stakeholders.
- Support operational excellence through senior guidance, staff capability development, mentoring and business continuity initiatives across Member Care services.
 - Act as a subject matter expert in Member Care processes, claim readiness and evidence standards.
 - Support operational priorities through quality assurance, reporting, workload coordination and escalation management.
 - Coach and mentor staff to strengthen post-placement support, evidence collection and outcome management practices.
 - Support onboarding, capability development and succession planning across the Member Care team.
 - Act as delegate for the Member Care Coordinator when required to maintain critical operational functions.
 - Contribute to process improvements, system enhancements and consistent ways of working.
- Provide post-placement support and stakeholder engagement by building strong relationships with participants, employers and key internal and external partners.

- Provide ongoing support to participants and employers to strengthen employment retention and resolve workplace challenges.
- Build and maintain productive relationships with internal teams, employers, training organisations, community groups and government agencies.
- Collaborate with stakeholders to maximise employment outcomes and service quality for young people.
- Maintain high standards of compliance, reporting and continuous improvement to ensure contractual obligations, quality standards and organisational objectives are achieved.
 - Ensure compliance with contractual, legislative and organisational requirements across multiple programs.
 - Participate in audits, reviews and quality assurance activities.
 - Maintain accurate reporting on outcomes, forecasting, conversion rates, wage subsidies and revenue performance.
 - Achieve individual and team KPIs aligned to contract and program objectives.
 - Be committed to personal growth and learning through self-assessment and accessing available resources externally and internally.
 - Participate in and meet the requirements for Practice Supervision and Client Skills Training.

at **yourtown** our team members:

- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement.
- Invest in their own ongoing professional development and leadership capability through active learning, seeking and giving feedback, and participating in **yourtown** leadership impact opportunities.
- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce.
- Engage respectfully and meaningfully with Aboriginal and Torres Strait Islander communities, stakeholders, clients, and colleagues. Actively support initiatives identified in **yourtown's** Stretch Reconciliation Action Plan.

selection criteria

Essential knowledge, skills, abilities:

- Relevant qualification in Business, Community Services, Human Services or related field together with 3 years' experience in Employment Services; or an equivalent combination of qualifications and extensive specialised industry experience.
- Demonstrated advanced knowledge of employment services contracts, including outcome claiming, evidence requirements, compliance obligations and performance frameworks.
- Demonstrated experience processing, assessing or supporting employment outcome claims and managing complex contractual scenarios.
- High level understanding of Transition to Work, Inclusive Employment Australia and/or other Commonwealth-funded employment programs.
- Demonstrated ability to interpret contractual guidelines and apply policy to operational decision making.
- Proven ability to coach, guide and influence colleagues without direct people management responsibility.

- Strong analytical skills with the ability to identify risks, trends and opportunities within performance, claims and conversion data.
- Well-developed written communication skills including reporting, auditing, evidence review and documentation.
- High attention to detail and commitment to quality, accuracy and defensible record keeping.
- Strong time management, organisation and prioritisation skills with the ability to manage multiple tasks, competing priorities and critical deadlines.
- Highly developed stakeholder engagement and relationship management skills, including the ability to work productively with participants, employers, site teams and internal stakeholders.
- Demonstrated competence across Microsoft Office applications, employment services systems and related technologies.

requirements

The Senior Member Care Consultant must always:

- Comply with the relevant state or territory requirements for working with children.
- Comply with Department of Social Services (DSS) system access requirements, including establishing and maintaining a valid myID account for secure authentication.
- Must not be subject to any active NDIS Commission banning orders or legal prohibitions from working within the National Disability Insurance Scheme (NDIS)
- Maintain satisfactory National Criminal History Check.
- Possess an unrestricted current Driver's Licence.
- Comply with **yourtown's** immunisation procedure.
- Demonstrate professional conduct, behaviour and communication that is in line with **yourtown's** Values and Behaviours as outlined in the Code of Conduct
- Maintain confidentiality and discretion in all matters.
- Align to the mutuality of safety and wellbeing for self and others in all **yourtown** workplaces and work-related activities.
- Uphold the **yourtown** safeguarding commitment in every aspect of their role.

Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
V1.0	Jodie McAloney	27/07/2026	27/07/2026	New to ES structure