

MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) POSITION DESCRIPTION

1. Position Details

Position Title:	Project Coordinator - Passenger Support Initiative
Employer:	Migrant Information Centre (Eastern Melbourne) (MIC)
Reports to:	Senior Executive – Strategic Projects
Location:	Suite 2, 27 Bank Street, Box Hill 3128
Salary Range / Award:	SCHADS Award Level 5.1
Employment Status:	Part-time, fixed term contract comprising 250 hours worked flexibly across 40 weeks (school terms) from 1 August 2026 to 31 July 2027
Contact Person:	Senior Strategic Project Manager
Closing Date:	23 rd August 2026

2. Position Objective

The Project Coordinator is responsible for the end-to-end coordination and delivery of the MIC Passenger Support Initiative, a TAC-funded road safety program supporting newly arrived migrants and refugees across Melbourne's eastern region. The role works closely with bicultural workers, partner organisations, and MIC senior staff to ensure high-quality, culturally appropriate program delivery across four program cycles (20 sessions in total) within the funded period.

3. Background Information

Migrant Information Centre (Eastern Melbourne) (MIC) provides support to people from culturally and linguistically diverse (CALD) backgrounds residing in the eastern suburbs of Melbourne. The region covers the Local Government Areas of Boroondara, Whitehorse, Manningham, Maroondah, Knox, Yarra Ranges and Monash. MIC is governed by a Board of Directors.

Strategy for achieving the MIC's objectives

MIC's Strategic Plan 2025-2028 outlines the 4 strategic pillars, expected outcomes and key objectives. MIC develops an annual plan to convert the strategy into achievable actions to be completed in the annual plan year.

Our Objectives

SERVICE EXCELLENCE - We innovate, review and deliver quality services for best outcome

- Enhance client-centred service delivery by embedding co-design principles and feedback mechanisms.
- Strengthen workforce capability through ongoing training and staff well-being initiatives.
- Establish a robust impact measurement framework.
- Strengthen continuous Quality Improvement Framework
- Establish service evaluation framework.

SERVICE PARTNERSHIP - We partner with relevant stakeholders to increase impact.

- Develop cross-sector partnerships.
- Strengthen collaborations with partners.
- Increase partnership engagement with CALO communities.

ADVOCACY - We lead and support our community to have a voice.

- Collaborate with sector partners on collective advocacy.
- Strengthen the organisation's public voice.
- Influence funding and policy through government engagement.
- Build client/community voice in advocacy.
- Facilitate community consultation and engagement.

ORGANISATIONAL CAPACITY - We prioritise the development of a learning culture and develop infrastructure to increase capacity.

- Strengthen financial sustainability.
- Enhance governance and leadership capacity.
- Implement advanced data and analytics systems.
- Foster a high-performing and inclusive workplace culture.
- Strengthen Internal systems and infrastructure

OUTCOMES

Service Excellence	Service Partnership	Advocacy	Organisational Capacity
Clients receive high-quality, responsive services from a skilled workforce, supported by continuous improvement and data-driven decision-making through robust evaluation	Strong, trust-based partnerships drive innovation, expand service reach, and foster culturally inclusive, community-led solutions through shared expertise and collaborative action	Empowered clients and communities actively shape advocacy efforts, driving policy and service improvements through authentic engagement, strengthened partnerships, and increased capacity to influence change	A resilient, inclusive, and strategically led organisation with strong systems, diversified income, and a skilled workforce, enabling innovation, accountability, and sustainable impact

4. Key Duties and Responsibilities

Program planning and coordination

- Develop and maintain a project plan, session schedule, and participant enrolment process across four program cycles and five LGAs.
- Confirm venue bookings and logistics for face-to-face sessions and coordinate online delivery via Zoom where required.
- Coordinate audio-visual equipment and ensure all materials are available and fit for purpose prior to each session.

Content and resource management

- Work with bicultural workers to ensure all educational content is translated and culturally adapted for participant communities (Chinese, Indian, Iranian, Malaysian, Myanmar and Sri Lankan backgrounds).
- Coordinate the development and printing of translated materials within prescribed budget.
- Liaise with Our Village to arrange access to safety-tested car seats and restraints for distribution to eligible participants.

Participant recruitment and referral

- Implement the multi-channel recruitment strategy including social media, SMS outreach, community newsletters, ethnic media, and face-to-face engagement.
- Work with MIC settlement caseworkers and AMES Australia HSP caseworkers to receive and process referrals and maintain a participant waiting list.
- Ensure equitable access for priority communities and support participants with low digital literacy through in-person and SMS-based engagement.

Bicultural worker and interpreter coordination

- Engage and schedule bicultural workers and interpreters for each session to ensure linguistically appropriate delivery.
- Brief bicultural workers on session content and participant needs prior to each program cycle.

Partnership and stakeholder engagement

- Maintain active relationships with key partners including local councils (City of Whitehorse, City of Boroondara, Maroondah City Council, Yarra Ranges Council), Roadsafes Eastern Metro, and AMES Australia.
- Represent MIC at relevant inter-agency meetings and networks as required.

Volunteer coordination

- Coordinate and support MIC volunteer driving mentors, ensuring registered driving instructors have confirmed participant readiness before any on-road practice sessions.
- Verify that all driving instructors engaged through the program are licensed and compliant with program guidelines.

Monitoring, evaluation, and reporting

- Maintain accurate attendance records and participant demographic data across all sessions.
- Distribute, collect, and analyse participant evaluation surveys at the conclusion of each program cycle using Microsoft Forms.
- Prepare progress and final reports for TAC in line with grant reporting requirements, incorporating data on participation, outcomes, and continuous improvement actions.
- Provide regular updates to MIC senior staff and contribute to internal program reviews.

Child safety and compliance

- Ensure all program activities comply with Victorian Child Safe Standards and MIC's child safety policies.
- Maintain appropriate records to support MIC's obligations as a funded non-government organisation delivering services involving children.

5. Key Selection Criteria

Essential

- Relevant qualifications and/or experience in community development, health promotion, social work, or a related field, with demonstrated experience coordinating community education programs, ideally within multicultural or settlement service contexts.
- Strong understanding of the experiences and needs of newly arrived migrants and refugees, including cultural competency and sensitivity when working across diverse communities from China, India, Iran, Malaysia, Myanmar, and Sri Lanka.
- Proven ability to work effectively with bicultural and bilingual workers, professional interpreters, and community members with limited English proficiency to ensure culturally appropriate program delivery.
- Experience in project management, including coordinating logistics across multiple sites and sessions, managing participant enrolment, scheduling, and maintaining accurate records and data.
- Demonstrated skills in stakeholder engagement and partnership coordination, with the ability to liaise effectively with external partners such as AMES Australia, local councils, driving instructors, Our Village, and Roadsafes Eastern Metro.
- Familiarity with monitoring and evaluation processes, including collecting and analysing participant data and feedback to support continuous improvement.
- Sound knowledge of, or the ability to quickly develop knowledge of, Victorian road safety requirements, child restraint standards, and relevant legislation including Child Safe Standards.
- Strong communication and community outreach skills, including experience using digital platforms and community channels to recruit and engage participants from culturally diverse backgrounds.
- Demonstrated ability to work independently and manage competing priorities.
- High level computer skills including Microsoft Office and client management systems.
- Current Victorian Driver Licence.

Desirable

- Experience working with volunteers.
- Ability to speak a community language.

6. Conditions of Employment

- All offers of employment at the MIC are subject to a mandatory three-month probationary period.
- The successful candidate must produce a clear and current National Police Check and a valid Working with Children Check (WWCC) prior to commencement.
- Must possess a current Victorian Driver's Licence.

- Must hold, or be willing to obtain, a current First Aid Certificate.
- Must have eligibility to work in Australia.
- All MIC staff must work in close co-operation with other staff and volunteers of the organisation to achieve collective goals.

7. Key Performance Indicators

Delivery measures will include:

- completion of all four program cycles (20 sessions in total across four locations) within the agreed school-term schedule
- participant enrolment targets met across each program cycle
- timely engagement of bicultural workers and interpreters for each session
- accurate and complete demographic and attendance records maintained for every session
- survey distribution completed at the final session of each cycle.

Outcome measures will draw on participant feedback collected through translated evaluation surveys. These will assess the proportion of participants reporting:

- increased knowledge of child restraint requirements and age-appropriate car seat use
- increased confidence in safely installing and monitoring car seats and restraints
- improved understanding of risks associated with distracted or impaired driving when transporting children.
- A target satisfaction rating consistent with MIC's broader service standards (85% or above) will apply.

Partnership and coordination measures will include:

- timely referral pathways maintained with AMES Australia and other partner organisations
- confirmed car seat and restraint supply through the Our Village partnership
- active participation in RoadsafE Eastern Metro (REM) network meetings.

Internal reporting will require the Project Manager to provide regular progress updates to MIC senior staff, with findings from each program cycle informing continuous improvement before the next cycle commences.

8. Key Relationships

Internal

- CEO
- Senior Executive – Strategic Projects
- Volunteer Coordinator
- Client Services Team

- Operations Team
- Finance Team

External

- AMES Australia
- Our Village
- Roadsafe Eastern Metro
- Local Government
- Community organisations

9. Organisational Values

- Demonstrate respect, integrity and accountability.
- Promote inclusion and cultural safety.
- Deliver person-centred services.
- Foster collaboration and continuous improvement.
- Maintain confidentiality and professionalism.
- Uphold the values and mission of the Migrant Information Centre (Eastern Melbourne).

10. How to Apply

To apply for this position, please submit your updated resume and a cover letter explicitly addressing the Key Selection Criteria in writing. Applications should be sent via Ethical Jobs by no later than 23 August 2026

For further information or specific queries regarding the role, please via contact mic@miceastmelbcom.au