



Position Description

Position Title	Coordinator – Justice Support Program
Work Type	Full Time – 38 hours per week (1.0 FTE)
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	SCHADS Level 6
Location	Mitcham / Croydon and outreach across the Eastern Metropolitan Region
Reports to	Program Manager
Direct Reports	2-4

Position Purpose

Mullum Mullum Aboriginal Gathering Place Ltd (MMAGP) is a strong, proud, culturally connected and self-determined Aboriginal Community Controlled Organisation servicing Aboriginal people across Melbourne's Eastern Metropolitan Region.

The Coordinator – Justice Support Program provides day-to-day coordination and practice leadership of MMAGP's Justice Support Program. The position coordinates program staff, referrals and caseloads, provides oversight and guidance in complex and high-risk matters, and ensures culturally safe, trauma-informed and strengths-based service delivery.

As a working Coordinator, the position will maintain a small caseload of participants with complex needs while supporting the Program Manager to meet program deliverables, quality, compliance and reporting requirements. The role supervises program staff, coordinates referrals and caseloads, provides oversight of complex and high-risk matters and ensures culturally safe, trauma-informed and strengths-based service delivery.

Key Responsibilities

Program Coordination and Practice Leadership

- Provide day-to-day leadership, supervision, coaching and support to program staff.
- Coordinate referrals, caseload allocation and service priorities.
- Provide practice guidance and oversight of complex and high-risk participant matters.
- Lead case reviews, reflective practice and multidisciplinary discussions where required.
- Monitor staff workloads, performance and wellbeing and escalate concerns to the Program Manager.
- Promote a culturally safe, accountable and collaborative team environment.

Case Management and Participant Support

- Maintain a small caseload of participants with complex needs.
- Undertake assessment, risk assessment, case planning and regular case reviews.
- Support participants to understand and comply with bail conditions and transition safely from remand or custody.
- Provide advocacy and support at courts, police stations and other justice settings as required.



- Coordinate responses to needs including housing, mental health, alcohol and other drugs, family violence, education, employment and social and emotional wellbeing.
- Facilitate referrals to Aboriginal Community Controlled Organisations and other appropriate services.
- Support culturally appropriate Community-based responses and alternatives to remand wherever appropriate.

Cultural Practice

- Embed Aboriginal ways of knowing, being and doing throughout service delivery.
- Promote connection to culture, family, Kinship, Community and Country.
- Ensure cultural safety and Aboriginal self-determination remain central to participant support.
- Facilitate connections with Elders, cultural mentors, Aboriginal organisations and Community supports.

Partnerships and Stakeholder Engagement

- Develop and maintain effective relationships with the Department of Justice and Community Safety, Victoria Police, Youth Justice, Corrections Victoria, courts, legal services, ACCOs and other relevant service providers.
- Participate in case conferences, justice networks and stakeholder meetings as required.
- Strengthen referral pathways and coordinated responses for Aboriginal participants.

Program Compliance and Quality

- Support the Program Manager to meet contractual deliverables, service targets and reporting requirements.
- Ensure participant records, case notes, assessments and support plans are accurate and maintained appropriately.
- Monitor service activity, participant outcomes and brokerage expenditure.
- Identify and escalate significant incidents, risks and areas of underperformance.
- Contribute to program reporting, data collection, audits and continuous improvement activities.
- Ensure service delivery complies with MMAGP policies and relevant funding, legislative and quality requirements.

Key Selection Criteria

Essential

1. Demonstrated understanding of Aboriginal cultures, Communities and the impacts of the justice system on Aboriginal people.
2. Demonstrated experience working within justice, community services or a related field, including complex case management.
3. Experience providing leadership, supervision, coaching or practice guidance to staff.
4. Sound understanding of the Victorian criminal justice system, including bail, remand, courts and Community-based support pathways.
5. Demonstrated experience in assessment, risk management and responding to participants with complex needs.
6. Ability to develop strong relationships with Aboriginal Community, justice agencies and community service organisations.



7. Sound understanding of funded-program compliance, documentation, reporting and data requirements.
8. Strong communication, decision-making, problem-solving and report-writing skills.
9. Demonstrated commitment to Aboriginal self-determination, culturally safe and trauma-informed practice.

Desirable

- Relevant qualification in Social Work, Community Services, Psychology, Criminology or a related discipline.
- Experience working within an Aboriginal Community Controlled Organisation.
- Experience in bail, remand, youth justice, corrections or Aboriginal justice programs.

Special Requirements

- Current Victorian Driver Licence.
- Current Working with Children Check.
- National Police Check.
- Regular outreach, court attendance and Community visits across Melbourne's Eastern Metropolitan Region.
- Some after-hours work may be required.
- Other duties as required.

The successful applicant will be committed to Aboriginal self-determination, culturally safe practice and the values of Mullum Mullum Aboriginal Gathering Place Ltd.

Only Aboriginal and/or Torres Strait Islander people are eligible to apply for this position. This action constitutes a special measure under section 12 of the Equal Opportunity Act 2010 (Vic).