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| **POSITION:** | Employment Support Consultant |
| **CLASSIFICATION:** | SCHADS 2 |
| **REPORTS TO:** | Team leader |
| **DATE CREATED:** | July 2026 |

## ORGANISATIONAL ENVIRONMENT

MCM is a leading community support organisation working alongside Victorian communities and families and individuals to live the life they aspire to, their way, providing a broad range of support in homelessness, disability, palliative care, youth housing, community services, family violence, education and inclusive employment service areas. MCM is a leading provider of specialist services for young people experiencing homelessness, providing wraparound support so they can transition to autonomy and their positive pathways of choice.

MCM comprising MCM Services, Hester Hornbrook Academy, MCM Housing and Quantum Support Services work together to disrupt disadvantage and create positive change for Victoria's most vulnerable people.

## DIVERSITY, EQUITY OF ACCESS, AND INCLUSION

MCM is committed to inclusion, equity of access and diversity. We know that diversity helps us to innovate and make the biggest impact possible. Our DEI Strategy On for Inclusion supports and drives an inclusive workplace culture. We recognise that many people continue to face systemic barriers within an employment context, particularly those from First Nations, culturally and linguistically diverse, disability and LGBTIQA+ communities. We are committed to inclusivity and want to continue to learn from and grow our diverse workplace culture. This includes supporting your individual employment needs wherever reasonably possible.

## POSITION CONTEXT

MCM/CoAct is a specialist youth provider for Inclusive Employment Australia supporting young people with disability aged 15-25 to find and keep meaningful employment.

## POSITION PURPOSE

The Employment Support Consultant (ESC) role is centred on client engagement and capacity building, helping clients navigate their personal challenges and develop the skills necessary for employment. The ESC is responsible for ongoing case management, specifically within the Intensive Services Stream, where clients actively engage in job preparation and job search activities. The ESC conducts the initial appointment, reviewing client goals, completing assessments, and developing individualised career action plans. Throughout the program, the ESC address barriers to employment, coordinate services

such as workshops, and monitor client progress. They work to build each client's capacity and readiness for employment, ensuring that clients have the necessary skills and support to move into sustainable employment.

## POSITION DUTIES AND RESPONSIBILITIES

- Digital Onboarding - Assist clients to digitally onboard into this service including, but not limited to, issuing Campus access, and supporting them to log in, turn on accessibility features and sign and accept any digital Inclusive Employment Australia (IEA) paperwork.
- Assess ability to engage in digital technology and program requirements to make recommendations for any adjustments needed for appointments.

Provide digital demonstrations on use of Campus software and Omni Channel support service.

- Initial Appointment - Confirm if the client has a resume and upload to JobReady and MyGov. Create a basic resume if required.
- Conduct the OPUS Assessment with the client in Campus.

Complete the Skills Assessment Job Match Attributes in Job Ready.

- Consider the recommendations of the OPUS Assessment, intake form and discussions around job goals, aspirations and support needs to create an informed Action Plan for the client in Campus.
- Create the basic Job Plan for client.
- Schedule the required supports in line with the Action Plan and book future appointments to accommodate in WAOP.
- Complete the initial interview form in JobReady.

Link file note to the appointment.

Capacity Building Workshops - • Maintain a timetable of adequate workshops across the site to offer an appropriate selection of capacity building workshops. • Schedule adequate numbers of attendees for capacity building workshops scheduled. • Prepare materials for successful capacity building workshops. • Facilitate planned course material with small groups. • Record attendance and file notes following each capacity building session. • Make any adequate referrals to other workshops as a result of observations or discussions with attendees.

- Activity Management - Schedule and arrange activities for the client based on goals and actions that have been identified in the career action plan.
- Ensure activities are entered as an activity in WAOP and the career action plan for progress evaluation.
- Regularly review client's participation and progress in activities, ensuring they stay on track. If the client is not on track discuss and work with the client to identify any barriers or adjustments needed to support achievement of the activity.
- Record attendance in WAOP to ensure that participation and progress in activities is up to date and current.

Where you have identified that a client has missed an activity, first contact the client to discuss their reasons for missing the activities and work on solutions to re-engage them.

## KEY SELECTION CRITERIA

Values - Understanding of and commitment to living the Values of MCM. You will share our vision and values, including a commitment to achieving quality employment outcome for the most disadvantaged clients

Competencies

(and level within CoAct

- Competency Framework) - Communication — Intermediate
- Relationship Development — Intermediate
- Collaboration & Partnership — Intermediate
- Decision Making— Intermediate
- Influence — Intermediate
- Coaching and Mentoring— Intermediate
- Attention to Detail — Intermediate
- Results Orientation — Advanced
- Strategy — Intermediate
- Adaptability — Advanced

**Essential Criteria**

- Experience in Employment service. Community services or working with youth
- Customer Service experience

**Essential Safety Screening Requirements:**

- Proof of Identity Check
- National Police check
- International Police check
- Current Victorian Working with Children Check (Employee)
- NDIS Worker Screening Check and Clearance Certificate
- Other Professional Registration (e.g. SPA, OT, etc.)
- Current Victorian Drivers Licence
- Right to work in Australia

## POSITION AUTHORITIES

**Number of Reports**

| Direct Reports | | | | Indirect Reports | | | |
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| Number: | 0 | FTE: | | Number: | 0 | FTE: | |
| List Teams / Positions | | | | List Teams / Positions | | | |

**Expenditure**

*None*

| Operating: | 0 | Capital: | 0 |
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**Other Authorities**

Access to Standard CoAct Central systems and WAoP system

**Supervision or Direction Required**

Monthly supervision with Team Leader

**Planning**

Establish their own goals or objectives subject to approval, supported by Team Leader

**Freedom to Act**

*Consider how much initiative, problem solving, and decision-making authority this employee can apply.

Minor, limited by directions and procedures

**Assistance to Higher Level**

* Can provide routine information

## KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples include:

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| **Internal Relationships** | • IEA team<br>• IEA Quality Team<br>• Customer Service team |
| **External Relationships** | • Employers and community organisations |

## OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

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| **Together** | We are inclusive and accepting of difference<br>We work in highly effective teams and our people are connected across our organisation<br>We engage proactively with others to deliver outcomes |
| **Courageous** | We speak up constructively in line with our convictions<br>We pursue our goals with determination<br>We are passionate about our advocacy role |
| **Curious** | We are inquisitive and ask why<br>We challenge the status quo<br>We actively explore the alternatives |
| **Open** | We are transparent and have genuine, honest interactions<br>We listen and hear people's voices<br>We value and respect the autonomy of clients<br>We trust one another |
| **Accountable** | We act safely in all our interactions<br>We manage within our financial and resource boundaries<br>We own our outcomes and decisions<br>We are proud of the work that we do |

## ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

### Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation, committed to the safety and wellbeing of children, young people, people with disability, and other vulnerable people. We have zero tolerance of abuse and neglect of all vulnerable people. MCM is committed to providing a safe environment in which children and vulnerable people are protected from violence, abuse and neglect. All employees must:

- Comply with the Child Safe Standards at all times.
- Maintain a safe environment in which children and vulnerable people are safe at all times.
- Actively prevent, and immediately report to MCM, any violence, abuse or neglect of any child or vulnerable person.

### Workplace Health & Safety

MCM's has zero tolerance for compromised worker safety. We endeavour to provide a working environment that is safe for all employees and people who use our services. As an employer, MCM adheres to Occupational Health & Safety regulations. All employees must:

- Comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of their own health and safety, and the health and safety of their colleagues, service users, and others who may be affected by the employee's acts or omissions in the workplace.
- Immediately report to MCM any hazards or incidents.

### Code of Conduct and Operational Accountability

MCM is committed to operating efficiently and ethically and remaining operationally and financially sustainable. All employees must:

- Operate within the requirements of MCM's accreditations, registrations, policies and procedures, Code of Conduct, and regulatory guidelines.

**Position Description Maintenance**

Position Descriptions change over time, due to a wide range of organisational, technological, financial, geographical, service, systemic, legal, and individual factors. All employees must:

- Maintain position description currency by communicating, discussing and documenting necessary changes, and considering consistencies and relativities with other like-positions.
- Ensure compliance with position description, management of change, and consultation requirements in the relevant Awards and Enterprise Agreements.
- Use correct processes to apply for changes related to individual circumstances, for example, reasonable adjustments for disability, flexible working arrangements for care responsibilities, rehabilitation to work following injury, ill health or medical procedure, or transition to retirement.