

Position Description

This position description is available in large print and other accessible formats upon request.

Position Title	Intake and Transitions Consultant, Better Futures Barwon
Directorate / Service / Program	Youth Services / Better Futures Barwon
Reports to	Team Leader, Better Futures Barwon
Location	Geelong
Classification	Social, Community, Home Care and Disability Services Industry Award Level 6
Date Revised	April 2026

About Us

We are Meli, inspired by the word Meliorism. The belief that the world can be made better through human effort.

Meli is a Victorian not-for-profit organisation, offering a unique combination of services to support members of our community throughout their lifetime, from early childhood through to adolescence and adulthood.

Everyone faces challenges occasionally, and Meli is here to lend compassionate help, and to take a preventative and early response approach – no matter how big or small a problem.

Our Purpose: Supporting people, strengthening communities.

Our Vision: A fair, safe and inclusive community where everyone can thrive.

Our Values: Build Connection, Show Courage, Inspire Action, Celebrate Difference, Be Dynamic.

To learn more about Meli please visit our website www.meli.org.au

Position Overview

Better Futures aims to work in partnership with young people as they transition from the out of home care system to adulthood and independence. Providing tailored opportunities for young people on their journey to 21.

The program enables young people to have an active voice in their transition planning

and provides individualised strength focussed opportunities both in-care and post-care

across a range of life areas including housing/independent living skills, health and wellbeing, education, employment, and community and cultural connections.

The Intake and Transition Consultant plays a key role in the early engagement stages of the Better Futures Barwon service model, overseeing referral, intake, brokerage requests and pre-allocation processes. This role ensures young people are met with responsive, future-focused support that amplifies their strengths and aspirations.

Using a client-centred, Advantaged Thinking approach, the Intake and Transition Consultant will:

- Facilitate early engagement and assessment processes to understand individual support needs.
- Work in close consultation with care teams to ensure young people's voices and goals are central to transition planning.
- Support the allocation of young people to Pathways and Development Coaches based on engagement levels and identified needs across Active Hold, Limited Support, and Active Support categories.
- Participate in colocation with DFFH to strengthen collaboration and streamline service pathways.

This role provides supervision and support to a passionate team of Pathways & Development Coaches, providing expert guidance and practice support that is trauma informed and strengths-based.

Key Accountabilities

Duties of this position may include, but are not limited to the following:

Service Excellence:

- Oversee referral, intake, and pre-allocation processes, ensuring timely and effective engagement with eligible young people.
- Conduct holistic assessments and planning using Better Futures Barwon tools under an Advantaged Thinking framework.
- Collaborate with young people, families, and care teams to co-design strengths-based support plans that reflect aspirations and long-term goals.
- Maintain accurate, confidential, and timely case notes and other required documentation in a number of online Client Management Systems.
- Facilitate access to integrated support networks and advocate for young people's needs within care teams and governance structures.
- Provide leadership, capability building, guidance, performance management, and support to ensure high standards of service delivery and meeting sector guidelines. Provide supervision in line with Meli guidelines and expectations.
- Provide secondary consultation and expert advice to internal and external stakeholders to enhance service responsiveness.
- Support the planning and management of Better Futures brokerage packages in line with policy and reporting requirements.
- Participate in colocation with DFFH to enhance service coordination and shared planning.
- Commence collection of data to enable outcomes tracking across the span of Better Futures support.

- Support implementation of the Meli Common Practice Approach in the Better Futures Barwon team, through participating in training, coaching and other related activities.

Program Accountabilities & Duties

- Deliver high-quality, strength-focused interventions that support young people with complex needs.
- Oversee and respond and action items from the Better Futures Brokerage inbox.
- Promote resilience, self-determination, and independence while addressing vulnerabilities.
- Ensure purposeful transitions out of service support through stability, growth, and skill development.
- Contribute to the development and implementation of Homestretch and Community Connections initiatives within Better Futures Barwon.

Organisational Accountabilities:

- Other reasonable duties as directed
- Apply Meli's quality and risk management frameworks
- Understand and comply with the standards of a child safe organisation in both practice and culture
- Active involvement in professional development to build knowledge and skills
- Make decisions following the values, and the relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation

Qualifications, Skills, and Experience

- Tertiary qualification in Social Work, Youth Work, Welfare or a related discipline, or equivalent experience.
- Demonstrated experience working with vulnerable young people and families.
- Strong understanding of the Children, Youth and Families Act (2005) and other relevant legislation.
- Knowledge of the challenges faced by young people transitioning from statutory care.
- Proven ability to engage and support young people with complex needs and challenging behaviours.
- Experience working from a trauma-informed approach.
- Commitment to child safety and understanding of the Victorian Child Safe Standards.

Other requirements of the role

All employees must undergo and maintain a range of satisfactory checks as a condition of employment. These include:

- Working with Children Check
- National Coordinated Criminal History Check (NCCHC)
- International Police Check (if required)
- Have the right to work in Australia

- Current Victorian Driver’s Licence.

Key Stakeholders

- Meli employees
- Department of Families fairness and housing (DFFH) Barwon and Central
- DFFH Child Protection Barwon
- DFFH Placement and Support Planning Barwon
- Case Contracted Out of Home Care Agencies; MacKillop Family Services, Bethany, Meli, Life Without Barriers
- NDIS and Disability Support Services
- Brotherhood of Saint Laurence
- Wathaurong Aboriginal Community Controlled Agency

Physical requirements & Environmental Conditions of the role

Meli is committed to creating inclusive spaces that are accessible for everyone by reducing and/or removing barriers through reasonable adjustments.

The following table shows the physical and psychological work environment characteristics that have been identified as part of this role. Where possible, Meli will make reasonable adjustments to support individuals to succeed in their roles.

Required Activities / Working Environment	Frequency
Computer based tasks, sedentary position, office based	Often
Repetitive manual tasks	Often
Working in buildings which may have stairs <i>(Reasonable adjustments can be made)</i>	Often
Driving, in & out of vehicles <i>(If driving is required, must hold current Victorian Driver Licence)</i>	Often
Bending, lifting, pushing, pulling	Sometimes
Working alone or at a co-located site	Often
Confrontational/confronting situations <i>(Due to the nature of our work, there may be times when staff are exposed to content, behaviour, language and/or situations that can be confronting)</i>	Sometimes
Working outside in differing weather conditions	Sometimes
Working on-call and/or after hours	N/A
Attending external locations including client homes	Sometimes

Inclusion Statement

Meli is committed to being a place where everyone has a sense of belonging.

We embrace the unique perspectives and experience of our people and our community, and their voice is at the heart of our values and decision making.

We aim to be courageous as we learn, grow, and evolve as an accessible, inclusive and safe organisation for people of all identities.

We are working to create a team of people who reflect the diverse community we support. Aboriginal and Torres Strait Islander, LGBTQIA+, culturally diverse people, those living with a disability, and those looking to return to the workforce following a break in their career, are encouraged to apply for our roles.

Child Safety Statement

Meli is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTQIA+.

Meli's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Meli, including feeling able to express their identity and raise concerns about their own or others' safety.

Employee Declaration

I have read and understood this Position Description and in signing this document agree that I can fulfill all the requirements of the position described in this document. Additionally, I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:	Signature:	Date:

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.