

Position Description

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

Position Title	Policy Assistant
Directorate / Service / Program	Outcomes and Strategic Engagement / Quality
Reports to	Senior Adviser, Quality Systems
Location	Federal Mills
Classification	Social, Community, Home Care and Disability Services Industry Award Level 3
Date Revised	May 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

The Policy Assistant supports the Quality and Risk team to strengthen organisational governance, quality systems, and continuous improvement activities across Meli.

The role provides administrative and project support across policy, governance, and quality functions, including policy administration, governance resource development, audit preparation, systems improvement, and process documentation. Working under direction, the position contributes to maintaining accurate and accessible organisational documentation and supports activities that strengthen organisational assurance, consistency, and continuous improvement.

A key focus of the role is supporting the practical application of new and updated policies, helping ensure they are implemented effectively across Meli. This includes

developing guidance resources and templates, supporting audit and accreditation activities, and documenting systems and workflows.

The position is suited to a person with strong organisational, research, and written communication skills who is interested in policy, governance, quality, compliance, or organisational improvement within the community services sector.

Key Accountabilities

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

Policy Administration and Support

- Support the administration and maintenance of organisational policies, procedures, templates, and related documents.
- Assist with coordinating policy review schedules, version control, and document registers.
- Support the practical implementation of new and updated policies across the organisation.
- Assist with preparing guidance resources, templates, quick-reference tools, and internal communications to support policy implementation.

Quality and Continuous Improvement Support

- Support quality and continuous improvement activities across the Quality and Risk team.
- Assist with preparing and collating documentation and evidence for audits, accreditation activities, and organisational reporting.
- Maintain accurate records and registers relating to quality and improvement activities.
- Assist with documenting systems, workflows, and process maps to support organisational consistency and improvement.

Research and Administrative Support

- Undertake basic research, information gathering, and benchmarking activities to support quality and improvement initiatives.
- Assist with preparing reports, summaries, and organisational documents.
- Provide administrative support for projects, meetings, and working groups as required.

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

- Qualification in business administration, public policy, community services, project administration, or a related field, or currently working towards such qualification, is desirable.
- Strong Microsoft Office skills, particularly in Word, Excel, Outlook, PowerPoint, and Teams.
- Strong written communication skills, including preparing clear and accurate documents.
- Strong organisational skills and attention to detail.
- Ability to undertake research, collate information, and maintain accurate records.

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

Key Stakeholders

- Meli employees
- Meli clients, carers, volunteers, and care leavers
- External stakeholders, such as the Ombudsman and other dispute bodies.
- Community Service Sector professionals

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>	Sometimes
Driving, in & out of vehicles	Sometimes

<i>(If driving is required, must hold current Victorian Driver Licence)</i>	
Bending, lifting, pushing, pulling	Sometimes
Working alone or at a co-located site	Rarely
Confrontational/confronting situations (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)	Sometimes
Working outside in differing weather conditions	N/A
Working on-call and/or after hours	Rarely
Attending external locations including client homes	Rarely

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.