

Position Description

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

Position Title	Practice and Compliance Lead
Directorate / Service / Program	Youth, Housing and South West Directorate / Youth Services
Reports to	Manager Youth Services
Location	Geelong and associated Meli locations
Classification	Social, Community, Home Care and Disability Services Industry Award Level 7
Date Revised	September 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 Youth Services Practice and Compliance Lead is part of Meli's Youth, Housing and Southwest Directorate and is a primary point of identifying and delivering a foundation of evidence based practice relative to the Youth Services sector in Barwon. You will contribute as a key member of the leadership team dedicated to an integrated, innovative, and evidence-informed Youth Services model across the Barwon Southwest area.

As the Youth Services Practice and Compliance Lead you will work alongside Youth Services Leadership in leading an integrated practice response and supporting the implementation and development of programs and practices. You will also work with the Youth Services Leadership team to critically assess key events and themes, including critical incidents with a view to assist in the development of quality improvement plans and support program development opportunities

The Youth Services Practice and Compliance Lead position will have a strong focus on using evidence and theory to build the capacity of practitioners in driving good practice in the Youth Services teams that is designed to support young people experiencing a range of issues and complexities.

You will lean into international best practice and various Federal, State and local data sources to interrogate current practice, identify system changes in current service delivery and support the introduction of practices that foster a seamless experience and creates sustainable outcomes for service users.

The Youth Services Practice and Compliance Lead will oversee compliance, risk and reporting by collaborating with key internal and external stakeholders, ensuring the development of a risk aware culture, focussed on achieving the best outcomes possible for service users at all stages of their journey.

Key Accountabilities

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

- Leads with empathy and integrity, collaborating with leaders to empower the workforce and champion excellence in practice and accountability.
- Using local, state, federal and international data, evaluates current practice and improves service delivery and models frameworks, embedding person-centred principles, prioritising client voice and experiences to shape service models.
- Demonstrate expertise in the application and understanding of evidence informed and outcomes-focused practice frameworks and approaches, underpinning theories and ensuring interventions are grounded in research, policy and meet client need.
- Interpret and communicating practice frameworks and associated service agreements, ensuring practice is compliant with organisational and industry standards
- Identifies, interprets and communicates appropriate practice frameworks and policies and leads the integration of these into innovative and evidence-based daily practices across Youth Services.
- Analyses critical incidents and service trends, identifying root causes, contributing factors and systemic issues, to inform and ensure compliance with relevant standards and frameworks is embedded in service delivery and safeguards continuous organisational and industry standards improvement.
- Build and maintain positive and trusting relationships with key stakeholders to facilitate a partnership and practice development approach.
- Actively participate in meetings and opportunities within a Community of Practice (CoP) for Practice Leadership.
- Work closely with leaders across Meli at all levels, to support workforce whilst maintaining a high standard of practice and accountability.
- Enhances practitioner capability by delivering targeted coaching, structured training, and the development of practical resources, including program-specific induction for staff.
- Drives alignment between program delivery and strategic objectives, with the agility to respond to policy shifts. Participates in organisation-wide initiatives to embed quality and contemporary standards into practice.

- Creates spaces for challenges to be catalysts for collective growth through collaboration and trust, building partnerships that inspire innovation and elevate practice.
- Participate in Meli initiatives, such as quality assurance and policy development, to foster alignment with contemporary practice standards.
- Represent Meli in external sector consultations and forums.
- Build external networks to stay informed of sector innovations and developments.
- Oversight and support of program data and reporting

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.
- Actively participates in meetings and opportunities of collaboration within a Community of Practice (CoP) for Practice Leadership
- Participate in Communities of Practise, workshops, or group discussions that allow peers to lead and learn from one another.
- Make decisions following Meli values, relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation.
- Aligns Practice Leadership with organisational priorities, adapting to reforms and changes in the service delivery landscape.
- Recognises and adapts to structure and language differences across program areas to optimise the integration and impact of the Practice Leader role.
- Ensures compliance with service benchmarks, including quality, risk, and safety standards, while maintaining a high level of service integrity.
- Promotes accountability within program areas, supporting practitioners in achieving consistent, reliable outcomes for clients.

Qualifications, Skills, and Experience

- Bachelor of Social Work, Psychology, Nursing, Diploma of Welfare Studies, or equivalent qualifications.
- Extensive experience delivering high standard case practice and leadership in the Community Services sector.
- Capacity to provide positive leadership with a focus on support, accountability, and experience within a complex service delivery environment. Well-developed communication and interpersonal skills including report writing to ensure program compliance, positive leadership and quality service.
- Evidence of proficiency in data recording systems specific to the program area
- Understanding of the purpose and expectations of the Victorian Child Safe Standards and demonstrated commitment to contributing to a child safe organization in both practice and culture.

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
- Department of Families, Fairness and Housing (DFFH), including child Protection
- The Orange Door
- Victoria Police
- Community Based Organisations
- Department of Justice and Community Safety (DOJCS)
- Department of Education (DE)
- Department of Health

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	Rarely
Working in buildings which may have stairs (Reasonable adjustments can be made)	Sometimes
Driving, in & out of vehicles (If driving is required, must hold current Victorian Driver Licence)	Sometimes
Bending, lifting, pushing, pulling	Rarely
Working alone or at a co-located site	Sometimes
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)	Rarely
Working outside in differing weather conditions	N/A
Working on-call and/or after hours	N/A
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.