

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 / Housing Services
Reports to	Manager Housing Services
Location	Geelong and associated Meli locations
Classification	Social, Community, Home Care and Disability Services Industry Award Level 7
Date Revised	October 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 Housing Services Practice and Compliance Lead is a senior practice leadership role within Meli's Youth, Housing and South West Directorate. The position provides strategic and operational leadership to strengthen practice quality, governance, compliance and workforce capability across Meli's Housing Services.

Working in partnership with directors, managers and team leaders, the role drives the implementation of evidence-informed, client-centred and outcomes-focused practice. The role promotes consistent application of practice frameworks, supports reflective learning, analyses service trends, and uses data and research to inform continuous improvement and service innovation.

The position is responsible for developing organisational capability to deliver high-quality housing and homelessness services that are safe, effective and aligned with legislative, contractual, regulatory and organisational requirements. This includes leading practice reviews, critical incident analysis, thematic audits and quality improvement initiatives to strengthen service delivery and improve client outcomes.

The Practice and Compliance Lead serves as the subject matter expert on housing practice, regulatory compliance and quality assurance. The role provides leadership in translating complex legislative and regulatory requirements into practical systems, policies and workforce guidance while fostering a culture of accountability, learning and continuous improvement.

The role oversees compliance monitoring and assurance activities across Housing Services, including performance reporting, audit coordination, risk management, incident oversight, corrective actions and governance reporting to senior leadership, funding bodies, regulators and the Meli Housing Board.

Key Accountabilities

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

Practice Leadership

- Provides visible and influential leadership that promotes high-quality, evidence-informed and person-centred practice.
- Creates a culture of reflection, learning and continuous improvement through coaching, mentoring and practice consultation.
- Supports leaders and practitioners to apply professional judgement, critical thinking and ethical decision-making in complex situations.
- Drives consistency and excellence in practice through implementation of frameworks, standards, policies and practice guidance.
- Demonstrates contemporary knowledge of housing, homelessness and community service practice and translates emerging evidence into service improvements.

Governance and Compliance Leadership

- Applies advanced knowledge of legislative, regulatory, contractual and organisational requirements to support compliant service delivery.
- Maintains strong systems of assurance, monitoring and accountability that identify and respond to risk.
- Uses data, audits, reviews and performance information to assess compliance and service effectiveness.
- Provides clear advice and recommendations to leaders regarding risk, compliance obligations and governance requirements.
- Promotes a culture where quality, accountability and continuous improvement are embedded in everyday practice.

Quality Improvement and Outcomes

- Uses evidence, client feedback and service data to identify trends, gaps and opportunities for innovation.
- Leads continuous improvement initiatives that enhance service quality and client outcomes.
- Evaluates service models and practice approaches against performance indicators and emerging sector evidence.
- Supports teams to translate evaluation findings into measurable improvements.

Workforce Capability Development

- Develops capability through coaching, reflective supervision support, training and facilitated learning opportunities.

- Builds confidence and competence in applying contemporary practice frameworks and quality standards.
- Supports leaders to manage practice performance, professional development and accountability.
- Encourages collaboration, knowledge-sharing and cross-program learning.

Strategic and Systems Thinking

- Understands the broader policy, regulatory and service system environment impacting housing services.
- Anticipates emerging risks, reforms and opportunities and supports organisational readiness.
- Maintains a focus on long-term outcomes while responding effectively to operational priorities.
- Identifies systemic issues and opportunities to strengthen service integration and client outcomes.

Organisational Accountabilities:

- Other reasonable duties as directed.
- Applies Meli's quality and risk management frameworks.
- Understands and complies with the standards of a child safe organisation.
- Actively participates in meetings and collaborative activities within the Practice Leadership Community of Practice.
- Participates in communities of practice, workshops and group discussions that support peer learning and leadership.
- Makes decisions in accordance with Meli's values and relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation.
- Aligns practice leadership with organisational priorities and adapts to reforms and changes in the service delivery environment.
- Ensures compliance with service benchmarks and quality, risk and safety standards while maintaining 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 in high-quality case practice and practice leadership within the community services sector, including supporting workforce capability and accountability in a complex service delivery environment.
- Strong analytical skills with experience interpreting service data, quality indicators, audit findings and client outcomes to drive improvement.
- Demonstrated knowledge of the housing sector, including registered housing provider obligations, tenancy law and Housing Registrar compliance requirements.
- Experience leading quality assurance, audit, accreditation, compliance or regulatory review processes.
- Well-developed communication and interpersonal skills, including the ability to prepare clear compliance and assurance reports and support positive leadership and quality service delivery.
- Demonstrated proficiency in data recording and reporting systems relevant to Housing Services.

- Understanding of the purpose and requirements of the Victorian Child Safe Standards and a demonstrated commitment to contributing to a child safe organisation 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)
- Right to work in Australia

Key Stakeholders

- Meli employees
- Department of Families, Fairness and Housing (DFFH), including Child Protection
- The Orange Door
- Victoria Police
- Consumer Affairs Victoria (CAV)
- Housing registrar
- Meli Housing Board

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 child safety concerns seriously. We report allegations and wellbeing concerns to the relevant authorities. We are committed to the cultural safety of all children and young people, including children and young people with disability, those who are Aboriginal and Torres Strait Islander, those from culturally and/or linguistically diverse backgrounds and those 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.