Position Description

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

Position Title	Welcome and Engagement Worker
Directorate / Service / Program	Youth Services
Reports to	Team Leader of Youth Health and Wellbeing
Location	Malop Street, Geelong 3220
Classification	Social, Community, Home Care and Disability Services Industry Award Level 5
Date Revised	August 2025

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

Meli Youth Services, located in Central Geelong, supports young people aged 10–25 across areas such as mental health, justice, homelessness, substance use, and school engagement. By working collaboratively with young people, we strive to build strong connections and empower them to navigate life's significant challenges. Our range of programs and services is designed to provide tailored support during difficult times.

The Welcome and Engagement Worker (WEW) plays a key role in enhancing the support and engagement process for young people presenting at 222 Malop St. This role is focused on creating a welcoming and supportive environment, addressing individual young people, support their needs, and ensuring a positive and empowering experience at Meli Youth Services. The WEW aims to foster a youth centred

atmosphere, contributing to improved outcomes for the young people accessing our services.

In addition, the WEW will facilitate regular group based activities based on increasing pro social engagement and life skill development.

Key Accountabilities

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

- Represent Meli Youth Services as a professional, approachable, and friendly first point of contact, reducing barriers and ensuring accessibility for young people.
- Provide a speedy and more timely response to assessing individual needs, tailoring support to each young person's unique circumstances, ensuring a more personalised experience.
- Create and foster a positive and welcoming atmosphere, setting the foundation for constructive and supportive relationships within Youth Services.
- Create a safe and supportive environment where young people can share their feedback and insights openly. Act as a conduit for this feedback, effectively communicating it to Youth Services representatives and leadership to drive continuous service improvement.
- Facilitate and support Youth Advisory Groups and Youth Voice Groups to enhance client voice and ensure young people have meaningful input into service design and delivery.
- Develop and maintain partnerships within the community to enhance collaboration and expand the network of resources available to young people.
- Equip young people with information, resources, and guidance to encourage active participation in their personal growth and development.
- Develop and deliver scheduled group work activities over the calendar year.
- Build and maintain a strong social media presence for Youth Services across platforms such as Facebook, TikTok, Threads, Snapchat, and Instagram, creating an engaging online community for young people connected to Meli Youth Services.
- Ensure the pantry at 222 Malop St is regularly restocked by liaising with the lead of Feed Me Right and other organisations to maintain consistent access to essential supplies for young people.
- Deliver brief, strengths-based interventions to support young people in moments of need, providing timely, solution-focused support
- To collect, analyse, and present data, identifying needs, measure impact, to inform and guide strategic decisions, future programming and partnerships and support the ongoing development of 222 Malop St as a vibrant, inclusive hub for young people.

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

- Qualifications: Relevant tertiary qualification or Diploma in Community Development, Social Work, Family/Welfare/Youth Work, or a related discipline.
- Needs Assessment Expertise: Proven experience and understanding in assessing the needs of young people facing complex barriers.
- Social Media Proficiency: Strong knowledge of social media platforms and demonstrated experience in creating engaging and relevant content.
- Group Work Facilitation: Experience in the development, coordination, and delivery of group-based programs and activities.

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
- Youth and Family Services in the Greater Geelong Region
- Local Schools and other community organisations
- Mental Health and other specialist intervention services
- Other Community organisations including but not limited to Education and Employment providers.

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	Sometimes
Working in buildings which may have stairs *(Reasonable adjustments can be made)*	Often

Driving, in & out of vehicles (*If driving is required, must hold current Victorian Driver Licence)*	Sometimes
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	Sometimes
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.