Position Description

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

Position Title	Work and Learning Advisor
Directorate / Service / Program	People, Policy & Practice / Northern Futures
Reports to	Team Leader Northern Futures
Location	Geelong and outreach locations
Classification	Social, Community, Home Care and Disability Services Industry Award Level 4
Date Revised	November 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 Work and Learning Advisor delivers participant-facing Work and Learning Centre services that help people experiencing barriers move closer to their employment, education and career aspirations. Acting as a facilitator, advocate, connector and coach, the role provides strengths-based, participant-led and relationship-based support across engagement, assessment and planning, capability development, opportunity development, community connection, outcome sustainment, and recording and accountability. The position creates and matches meaningful learning and employment opportunities, supports participants to build confidence and independence, and maintains accurate evidence of progress and outcomes. Participants, employers and the local community benefit from accessible, culturally safe and place-based pathways that support sustainable economic participation.

Northern Futures delivers the Work and Learning Centre model in the Geelong community, supporting people experiencing barriers to employment, training and economic participation. The program operates at the intersection of participant aspirations, community opportunities and employer needs, and works with the Brotherhood of St Laurence, employers, training providers, community organisations and government. Service delivery is voluntary, individualised, place-based, employment-focused and outcome-oriented, while maintaining fidelity to the WLC Information and Practice Guide, applicable funding and reporting requirements, Meli policies and local procedures.

Key Accountabilities

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

Participant Engagement and Pathway Planning

- Engage participants using strengths-based, participant-led, culturally safe and trauma-aware approaches; determine eligibility and maintain participant-centred records in line with program requirements.
- Assess participant aspirations, strengths, barriers, work and learning needs, and develop, implement and review individual Work and Learning Support Plans (WLSPs).
- Provide coaching, support, advocacy and referrals to assist participants to achieve identified education, training and employment goals, escalating concerns where required.

Education, Training and Work Readiness

- Support participation in learning, training and skills development opportunities aligned to participant goals and local labour market opportunities.
- Coordinate and facilitate education, training and work-readiness activities, including enrolments, logistics, industry engagement and participant support.
- Deliver coaching and practical assistance to build employability, workplace capability, confidence, digital skills, literacy and numeracy where required.

Employment Pathways and Placement Support

- Identify, match and refer participants to suitable employment, traineeship, apprenticeship, work experience and other vocational opportunities.
- Prepare participants and employers for successful placements and provide ongoing support to promote sustainable employment outcomes.
- Monitor progress, address barriers to employment retention and support career development, training progression and workplace adjustment.

Partnerships and Community Engagement

- Develop and maintain effective relationships with employers, training providers, government agencies and community organisations to create education and employment opportunities.

- Contribute labour market intelligence, participant insights and partnership opportunities to support program development, service improvement and participant outcomes.
- Represent Northern Futures professionally and collaborate across Meli teams to deliver coordinated, integrated supports.

Records, Compliance and Continuous Improvement

- Maintain accurate, timely and professional records, reports and outcome evidence in accordance with funding, organisational and contractual requirements.
- Monitor participant progress, contribute to reporting and performance targets, and participate in quality assurance, evaluation and continuous improvement activities.
- Actively engage in supervision, reflective practice, professional development and team planning.

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

- Demonstrated experience engaging and coaching individuals from diverse backgrounds using strengths-based, participant-centred and trauma-aware approaches.
- Experience supporting participants through assessment, planning, employment preparation, learning pathways, opportunity matching and post-placement support.
- Strong communication, relationship-building, employer engagement, administration, digital systems and case management skills.
- Understanding of barriers to education, training and employment, and knowledge of local support systems and referral pathways.
- Ability to exercise professional judgement, maintain appropriate boundaries, manage confidential information and respond to safeguarding, safety and wellbeing concerns.
- Demonstrated capacity to build effective partnerships and work collaboratively across organisations and teams.
- Commitment to continuous learning, reflective practice and improving participant outcomes.

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

- Northern Futures participants and prospective participants
- Northern Futures team and relevant Meli programs and enabling services
- Registered Training Organisations, learning facilitators and education providers
- Employers, industry partners and business networks
- Brotherhood of St Laurence
- Relevant Victorian and Australian Government department and funded-program representatives
- Community services, referral agencies and local community organisations

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)*	Often
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)	Sometimes

Working outside in differing weather conditions	Sometimes
Working on-call and/or after hours	Rarely
Attending external locations including client homes	Often

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.