

Position Description

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

Position Title	Launch Pad Housing Coach, Better Futures Barwon
Directorate / Service / Program	Youth, Housing & South West / Better Futures Barwon
Reports to	Senior Worker Launch Pad Housing
Location	Geelong
Classification	Social, Community, Home Care and Disability Services Industry Award Level 5
Date Revised	February 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 Launch Pad Housing Coach is a key frontline role within the Launch Pad Program, part of the Better Futures Barwon platform. This role provides direct, trauma-informed, and strengths-based support to 8–10 young people transitioning from care into supported housing. The focus is on building independent living skills, fostering personal growth, and supporting each young person to achieve their goals in housing, education, employment, and wellbeing.

Working closely with the Program Facilitator and other team members, the Coach is responsible for delivering high-quality, youth-centred case management and housing support. The role champions Advantaged Thinking, recognising and investing in the strengths, talents, and aspirations of young people.

The Coach plays a central role in facilitating “The Deal” a co-created agreement between each young person and the program that outlines shared expectations, responsibilities, and opportunities for growth. This includes regular reviews and collaborative planning to ensure the Deal remains relevant and empowering.

A key part of the role involves conducting independent living skills assessments and using these to guide tailored support plans. The Coach supports young people in developing practical skills such as budgeting, cooking, cleaning, time management, and navigating services—often through hands-on, relational work within the housing environment. In some cases, this will be done alongside and in conjunction with a live-in mentor.

Some young people in Launch Pad may also be supported through Targeted Care Packages (TCPs). In these cases, the Coach continues to provide consistent, integrated support aligned with the young person’s case plan, while meeting additional TCP requirements such as reporting, collaboration with Child Protection, and participation in care team processes.

The role also supports young people to explore “what’s next” after transitional housing, including pathways to long-term housing, further education, employment, or reconnection with family and community.

Key Accountabilities

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

- Case Management & Direct Support
 - Provide high-quality, trauma-informed case management to children, young people, and families with complex needs.
 - Build strong, trusting relationships through consistent, strengths-based engagement.
 - Develop and implement tailored support plans aligned with individual goals and case plans.
 - Facilitate and regularly review “The Deal” with young people, co-developing shared expectations and goals.
 - Undertake assertive outreach in homes and community settings.
 - Regular collaboration with Wathaurong care teams regarding shared clients.
- Independent Living & Life Skills Development
 - Conduct independent living skills assessments and guide targeted support.
 - Support development of practical skills including budgeting, cooking, cleaning, time management, and navigating services.
 - Engage in day-to-day activities within housing environments to model and reinforce independent living.
 - Encourage increasing ownership of routines, responsibilities, and personal development.
 - Working with lead tenants to facilitate house meetings and distribution of meeting minutes to key stakeholders.
- Housing & Tenancy Support
 - Partner with housing providers (e.g., Meli Housing) to support tenancy stability and respectful living.

- Assist young people in understanding tenancy rights, managing rent and bills, and preparing for future housing transitions.
- Explore long-term housing pathways including private rental, shared housing, or supported accommodation.
- TCP-Specific Responsibilities
 - Support the development of TCP submissions upon request.
 - Work directly with children and undertake case management tasks as specified in the case plan.
 - Engage specialist services consistent with the case plan and Child Protection authorisation.
 - Provide court reports and participate in court processes when required. •
 - Maintain regular contact with Child Protection and update CRIS/CRISSP and other databases.
- Community Engagement & Youth Voice
 - Encourage engagement in community activities, volunteering, and civic participation.
 - Create safe spaces for sharing lived experiences and peer support. •
 - Advocate for youth voices in service delivery and improvement.
- Risk & Compliance
 - Participate in risk management processes and implement mitigation strategies.
 - Ensure compliance with legal, regulatory, and organisational standards.

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

- Relevant tertiary qualification in Social Work, Welfare/Youth Work or associated discipline or relevant experience working in this space.
- Relevant experience working with vulnerable individuals and families.
- An understanding of the Children, Youth and Families Act (2005), and other relevant legislation.
- A sound understanding of issues confronting young people leaving the statutory care environment.
- Proven ability to engage and case-manage young people at risk and young people exhibiting challenging behaviours.
- An understanding of the impact of trauma on young people and the ability to work from a trauma informed approach, to effectively and constructively work alongside the young people, including statutory clients and those with challenging behaviours.

- Understanding of the purpose and expectations of the Victorian Child Safe Standards and 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)
- Have the right to work in Australia

Key Stakeholders

- Meli employees
- Department Health and Human Services (DHHS) Barwon and Central
- DFFH Child Protection Barwon
- DFFH Placement and Support Planning Barwon
- Case Contracted Out of Home Care Agencies; MacKillop Family Services, Meli
- NDIS and Disability Support Services
- Brotherhood of Saint Laurence
- Wathaurong Aboriginal Community Controlled Agency

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>	Often
Driving, in & out of vehicles <i>(If driving is required, must hold current Victorian Driver Licence)</i>	Often
Bending, lifting, pushing, pulling	Sometimes
Working alone or at a co-located site	Often
Confrontational/confronting situations	Sometimes

(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)	
Working outside in differing weather conditions	Sometimes
Working on-call and/or after hours	N/A
Attending external locations including client homes	Sometimes

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:
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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.