

APPLICATION INFORMATION

COACH Community Mentoring Coordinator

Applications

To apply for the role of COACH Community Mentoring Coordinator, please provide your resume, and cover letter to employment@citylife.church. Applications close 24 September 2026.

Interviews may commence prior to the closing date, and an appointment may be made prior to the closing date if a suitable applicant is found.

Position Description

A detailed position description is attached.

Employment Information

Salary

The salary may be discussed at the interview.

Commencement Date

It is anticipated this role will commence as soon as possible.

Please note that we are only able to accept applications from those who have Australian citizenship or a current visa with full working rights for Australia.

Acknowledgement

All applications received will be acknowledged by email. Interviews will be made by appointment.

Further Enquiries

All enquiries should be directed to Justine Fung via email employment@citylife.church or via reception on 9871 8300 during business hours.

Privacy Statement

The information that you provide on this application form will be used by CityLife Church management to assist in our assessment of your suitability or otherwise for the position being filled. This information will be kept in strict confidence and used only by those who are involved in the employment process.

For further information regarding our use of information or for a copy of the complete CityLife Church privacy policy please visit our website at <http://www.citylifechurch.com/privacy.aspx> or request a copy of our privacy policy from Reception during business hours.

Position Description

Position Title:	COACH Community Mentoring Coordinator
Name:	TBC
Accountable to:	Community Mentoring & Training (CMT) Team Leader and CLCC Director
Works closely with:	CLCC staff, COACH volunteer mentors, and externally with COACH Network, government agencies, local welfare, and community organisations.
Probation Period:	Six Months
Full Time Equivalent:	0.8 FTE (4 days a week equivalent)
Budget Control:	N/A
Staff Reporting to:	COACH volunteer leaders and mentors
Award:	SCHADS
Role Purpose: CityLife Community Care (CLCC) is the community caring expression of CityLife Church. It exists to support and empower individuals and families to thrive and to connect our church with our local community. For almost thirty years, CLCC has supported people in times of crisis, financial difficulties, isolation and distress. Through our volunteers and staff, we offer holistic services and empowering pathways for people to move forward in their lives. This role exists to support the delivery of CLCC's COACH Community Mentoring program through the recruitment, training, matching and supervision of volunteer mentors. As part of the Mentoring and Training team, the COACH Community Mentoring Coordinator will mobilise mentors to support families to explore their strengths, define and achieve goals and be empowered towards a thriving future.	

MAIN DUTIES/RESPONSIBILITIES:**1. COACH Program Coordination and Delivery**

- Oversee program coordination including recruitment and screening, training and on-going supervision and support and compliance for volunteer mentors.
- Facilitate or co-facilitate COACH training for volunteer mentors (may be conducted on 2 or more weekends per year).
- Comply with approved program standards of COACH Mentoring Program, including policies and quality principles.
- Assessment of suitable applicants then match them with volunteer mentors.
- Monitor, evaluate and report on the impact outcomes of the COACH program, and include volunteers' and COACH participants' feedback in these processes wherever possible.
- Receive referrals and support key partnerships with community organisations in relation to the COACH program.
- Assist in promoting COACH Community Mentoring and other CLCC programs at network meetings and agency visits.

2. Client Management

- Manage participant enquiries and registrations for the COACH program, including in-take and assessment to determine their suitability for the program, ensuring they are carefully selected for the purpose of minimising risk and maximising positive relationships and outcomes.
- As a priority, ensure participant information, outcomes and data are up to date and well maintained and in accordance with CLCC policy.
- Foster professional, strength based, solution focussed support to individuals and families connected to CLCC and COACH.
- Ensure any disclosure of risk is managed professionally and in accordance with CLCC and CityLife risk management policies and procedures.
- Regularly receive and review mentor reports regarding client engagement and follow up with any necessary response.
- Conduct reviews of the participant-mentor relationship and review the support agreement.
- Provide case management by linking clients to different services, where required.
- Conduct reviews every 4 to 6 months to address any concerns, celebrate achievements, review the Support Agreement and explore new goals to support the participant to move forward.

3. Leadership of Volunteer team

- Lead volunteer leaders and mentors in delivering set goals and targets, in alignment with CLCC's vision, mission, values and direction, and adhering to Citylife COACH and CLCC's policies and procedures.
- Provide regular supervision and support to volunteer leaders and mentors, facilitating a positive, empowering, and collaborative culture.

- With assistance from CMT team leader recruit, train, develop and grow mentors and additional volunteer leaders to support other COACH mentors.
- Monitor the progress of the COACH mentoring service and the wellbeing of the volunteer leaders and mentors. This includes organising and attending regular meetings with volunteers for training and team building, regular debriefing with leaders, monitoring progress and addressing issues.

4. Administration

- Under the direction of CMT Team Leader, develop and implement the policies and procedures relevant to community mentoring, ensuring the OH&S, risk management, and duty of care policies for clients and volunteers are adhered to.
- Ensure systems and processes supporting the COACH program are functioning efficiently and effectively.
- Ensure volunteers, participant and services related information are well maintained and up to date for operational, legal and management reporting purposes (monthly and additionally as required).
- Maintain appropriate recording of participant support, including participant files and databases.

5. CLCC teamwork

- Attend COACH Network meetings, and CLCC and CityLife staff meetings and activities, as agreed with CMT team leader.
- Work with CLCC leaders and staff to organise, implement, and conduct events or initiatives related to CLCC and CityLife Church.

SKILLS & EXPERIENCE

Qualifications and Role Requirements:

- Tertiary qualification or Diploma in social work, community services or other relevant discipline, or working towards such qualification.
- Alternatively, a lower qualification in the relevant field, accompanied with significant working experience in community services sector.
- Knowledge of Child safety, family violence, self-harm and risk management principles.
- Working with Children Check Card (Employee) and Police Check - (mandatory).

Experience:

- 2 years of working experience in providing direct case management support to families preferred.
- Experience working with vulnerable individuals and families who are affected by issues such as mental health challenges, isolation, relationship difficulties, addiction, family violence or similar experiences and understand how this may impact the coaching relationship.

- Broad knowledge of community sector – support options and referral pathways.
- Demonstrated ability in leading and supporting a team of volunteers to deliver the service targets, this will also include the development of volunteer leaders.
- Capacity and commitment to engage people from diverse backgrounds (e.g. sexual orientation, race, faith) in a non-judgemental and respectful manner.
- Experience in in-take and assessment for community program participants.
- Ability and confidence to respond appropriately to people with multiple and complex needs and to mentors.
- Demonstrated people skills and proven ability to work effectively in a team environment.
- Demonstrated qualities in capacity to apply judgement, flexibility, responsiveness, and initiative in the delivery of the mentoring service.

Skills:

- Consistently demonstrates a non-judgemental, empathetic attitude when dealing with people from all walks of life of the community.
- A leader who inspires others to join the team, can create content and promote the program as necessary and values people and relationships.
- A team player which actively contributes to and collaborates with the team.
- A self-starter with the flexibility and resilience required to work with family participants with complex issues.
- Excellence in work and demonstrated commitment in service, maintaining a clear understanding and approach to seeing the best outcome for the clients and for CLCC.
- Passion, resilience and dedication toward reaching the people in the community.
- Use of personal vehicle and current Victorian licence.
- Effective written and oral communication and administrative skills.
- Intermediate to advanced Microsoft Office skills (Word, Excel, PowerPoint, and Outlook).
- Organised and able to meet deadlines including reporting and promotions.

KEY ROLE INDICATORS:

- Demonstrated people skills and proven ability to work effectively in a team environment.
- Demonstrated capacity to apply reasonable judgement, flexibility, and initiative to support participants in a responsive manner.
- Complete administration tasks in a timely manner.
- Maintaining a clear understanding and approach to seeing the best outcome for the participants and for CLCC.

Key Role Outcomes and Measurements

1. **Commitment to Core Values:** Demonstrates commitment to the Core Values of CityLife Church and CityLife Community Care and acts consistently in accordance with these values. Challenges practices inconsistent with these values and uses values as a basis for managing relationships and decision-making.
2. **Contribution to Annual Department Goals:** Actively participates in setting and achieving annual department goals by collaborating with team members, providing innovative ideas, and implementing strategies that align with the department's objectives. Measures include the successful completion of assigned tasks related to department goals, positive feedback from team members, and the achievement of specific targets set for the year.
3. **Ensuring respective mentoring programs have increased CLCC's community impact, with new program mentors being trained and developed and programs being well managed:** The outcomes are measured by qualitative and quantitative impacts to the participants through participants' feedback and stories, and the statistics of the number of participants being mentored.
4. **Timely response to client and volunteer inquiries:** Responds to phone or email communication from team members and participants within a reasonable timeframe, with demonstration of follow up on required actions.
5. **Accurate notes within client records:** Completion of appointments and detailed notes within client data system, within a reasonable timeframe and with a professional and non-judgemental approach taken.
6. **Adherence to the policies and procedures of CityLife Church and CLCC.** This includes attending mandatory training such as family violence and child safety training.
7. **Effective management of volunteer leaders and mentors:** This will be evidenced by the morale of the COACH team, and effectiveness of volunteers in delivering the services.
8. **Effective teamwork within CMT team and the wider CLCC team.** This would be evident by feedback from other team members, making intentional inter-referrals when needed, and contributions to the team for achieving CLCC's initiatives, projects, and overall goals.

CityLife Community Care (CLCC) is committed to promoting the safety and best interests of all children and young people accessing our services, programs, and workplace. We advise applicants that CLCC's standards of rigorous screening and ongoing supervision/accountability reflect this value. Please refer to our Child Protection Policy on our website www.citylife.care for further information.

VALUES

Mission and Vision flow out of values. Values are what we consider important and worthwhile. Commonly held CORE VALUES are the key to unity and are the foundation upon which all activity must be based. Paul encourages us to be “like-minded” and “one in spirit and purpose” (Phil.2:2). We are committed to developing and pursuing Biblical kingdom values. As staff of the church, we intend to model these values then seek to impart them to our congregation.

Core Values

(Who we are and what we’re committed to):

1. **Jesus-Centred** - We centre our lives on Jesus — His gospel story shapes who we are, how we live, and what we do.
2. **Spirit-Filled** - We are empowered by the Spirit of God – His presence transforms us, His gifts enable us and His Word guides us.
3. **Welcoming** - We are one church in many places – every generation, culture and person is welcomed, valued and invited to contribute.
4. **Life-Sharing** - We build loving, authentic and life-giving relationships together in community.
5. **Disciple-Making** - We grow into the likeness of Christ – applying God’s Word and following His ways as disciples who make disciples.
6. **Hope-Bringing** - We share the hope we have in Jesus with compassion and care – putting love into action.
7. **Multipling** - We are on mission – sending disciples and multiplying ministries and congregations to expand His Kingdom near and far.