

APPLICATION INFORMATION

Community Mentoring & Training (CM&T) Team Leader

Applications

To apply for the role of Community Mentoring & Training Team Leader please provide your resume, and cover letter to employment@citylife.church. Applications close 5 May 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:	Community Mentoring & Training (CM&T) Team Leader
Accountable to:	CityLife Community Care (CLCC) Director
Works closely with:	CLCC Team Leaders, Staff and Licensees, CM&T volunteers
Probation Period:	Six (6) months
Full Time Equivalent:	1.0
Budget Control:	CLCC Community Mentoring & Training
Staff Reporting to:	COACH Community Mentoring Coordinator Mentoring Program Coordinator
Award:	SCHADS Level 4
<p>Role Purpose:</p> <p>CityLife Community Care (CLCC) is the community impact expression of CityLife Church. It exists to connect our church with our local community and support and empower individuals and families to thrive. Through the provision of mentoring programs and skills-based opportunities we assist individuals to reach their desired goals.</p> <p>For over twenty-five 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 and thrive. People are also encouraged to give back to the community and empower others to thrive.</p> <p>The role of CM&T Team Leader is to lead and manage two key functions of CLCC's Integrated Service Model: Community Mentoring and Community Training. It leads a team of staff and trained volunteers to effectively deliver the services and programs under these two functions.</p> <p>Community Mentoring focuses on assisting volunteers to render guidance and share knowledge and experience with people in community to help develop their own knowledge, learning or skill, and to build connection, capacity and wellbeing.</p>	

Community Training assists various groups inside and outside the organisation, including volunteers, to enhance their understanding, learn new skills and improve their knowledge and confidence.

As a member of the CLCC's leadership team, this role works closely with the CLCC Director and other team leaders to develop and implement operational strategies to achieve the goals set for CLCC. It ensures the CM&T team aligns with the direction of CLCC.

Role Responsibilities:

MAIN DUTIES/RESPONSIBILITIES:

Manage Community Mentoring and Training Services

Under the direction of the CLCC Director:

- Oversee the development, delivery and evaluation of CM&T programs for clients utilising the skills of volunteers.
- Develop community partnerships and identify opportunities to meet needs in the community that align with the CM&T team.
- In consultation with the CLCC Director, develop existing policies and keep current the policies and procedures relevant to CM&T, ensuring compliance with WHS, Risk Management and Duty of Care for clients and volunteers are met.
- Maintain efficient systems and processes ensuring they have been designed, implemented and functioning effectively.
- Ensure information is well maintained, up-to-date and in line with privacy legislation, as it relates to volunteers, clients and services.
- Where appropriate manage client appointments, in-take, assessment and referrals to determine the most appropriate supports to assist individuals.
- Oversee and provide regular support and supervision to CM&T staff and where appropriate volunteer support workers who provide care and support to clients, this includes documented supervision, debrief, encouragement, evaluation of performance and provision of feedback, ensuring a safe, supportive, high standard of service delivery.
- Oversee and where appropriate conduct volunteer induction and ongoing compliance monitoring as part of the wider onboarding of CLCC volunteers.
- In relation to the training element of the role, provide opportunities for development, upskilling and training for CLCC volunteers
- Organise occasional group upskilling events for community clients as agreed with CLCC director (may be delivered with the assistance of other staff members).
- In consultation with the Director, address management issues arising at CLCC, such as any incidents/matters of concern, clients' complaints, person-at-risk and WHS issues.

- Maintain accessible records and successfully manage the CM&T budget and petty cash, including requisition forms for reimbursement and purchases as required.
- Provide up to date information for reporting and evaluation regarding the CM&T stream, CLCC client involvement, programs and services.

Leadership

- Effectively, recruit, recognise, train and retain, volunteers, by actively attracting, identifying and engaging individuals to contribute their time and skills to CLCC for the CM&T team, facilitating a positive, empowering, and collaborative culture (in collaboration with other staff members).
- Lead the CM&T team in alignment with CLCC's vision, mission, values, and direction, adhering to CityLife Church and CLCC's policies and procedures.
- Work closely and collaboratively with CLCC Director and other team leaders to promote CLCC's vision, mission, and values, and drive CLCC forward, delivering set goals and targets.
- Collaborate with CLCC leadership team and staff to organise events or initiatives related to CLCC and CityLife Church, including community weekends, Christmas, and Easter events, CLCC Team Times and other fundraising or marketing activities.

SKILLS & EXPERIENCE

Qualifications:

- Tertiary degree 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 experience in the community services sector.
- Understanding of the church or faith-based context.
- Knowledge of Child Safety and Family Violence Legislation.
- Police Check and Working With Children Check Card (Employee) – mandatory.

Experience:

- Experience in leading a team of staff and/or volunteers to deliver a project and achieve a goal/target.
- Experience in mentoring and equipping volunteers and people in need from the community.
- Experience or demonstrated ability in in-take and assessment for program participants.
- Experience in coordinating and managing groups/classes involving working with clients and volunteer leaders.

- Community service and case management experience in working with people from diverse backgrounds who are affected by social issues such as disadvantage, mental health challenges, isolation, relationship difficulties, addiction, family violence and similar issues.

Skills:

- Demonstrated ability to organise, set and implement priorities, manage multiple tasks, and evaluate performance.
- Effective written and oral communication skills and administrative skills.
- Demonstrated people skills and consistently demonstrates a non-judgemental, empathetic attitude when dealing with people from all walks of life.
- Aptitude for de-escalating situations where people may be upset, distressed or highly anxious whether face-to-face or over the phone.
- Multi-tasking and ability to manage varied projects, groups, and multiple relationships.

KEY ROLE INDICATORS:

- A leader and a collaborative team player who inspires others to join the team, and value people and the relationships built internally and externally.
- A self-starter who has the flexibility and resilience required to succeed in a community-focused environment.
- Have wisdom and insight in dealing with complex issues

Key Role Outcomes and Measurements

1. **Commitment to Core Values:** Demonstrates commitment to the Core Values of CityLife Community Care and CityLife Church 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. **Demonstrated growth in the impact of CM&T services including impact and numbers,** with new initiatives and improvements being developed and programs being well managed. This would be evidenced by client feedback and success stories, quality and quantity impact measurement, client feedback and stories and by comparison to the goals set for services.
4. **Effective Management of staff and volunteers,** demonstrated by feedback from staff and volunteers, the morale of the team, and effective delivery of services.
5. **Effective Integrated service delivery,** evident through teamwork within CM&T and with other CLCC teams. This would be evident by feedback from other teams, intentional inter-referrals or pathways created when needed and demonstrated teamwork.
6. **Demonstrated contribution and teamwork** to help achieve CLCC's initiatives, projects, and overall goals.
7. **Excellence in work and in service,** maintaining a clear understanding and approach to seeing best outcome of the Ministry.

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 are a reflection of 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 Christ - we are a Christian church.*** The person of Jesus Christ is central to all we do and through Him, we have relationship with God the Father and the Holy Spirit.
2. ***The Bible - we are a Bible-based church.*** We are committed to the Bible as the Word of God and our final authority for rule and practice.
3. ***The Ministry of the Holy Spirit - we are a Spirit-filled church.*** We believe that each Christian should develop the fruit of the Spirit and seek to use the gifts of the Spirit for the benefit of others.
4. ***Discipleship - we are a maturing church.*** Our goal is to help people become fully devoted followers of Jesus Christ.
5. ***Prayer - we are a praying church.*** Our goal is become a house of prayer for all nations.
6. ***Worship - we are a worshipping church.*** Our goal is to express our devotion to God through joyful praise and intimate worship.
7. ***Loving Relationships - we are a loving church.*** Our goal is to see every person loved and cared for in such a way that they feel accepted, valued and have a sense of belonging.
8. ***Servanthood - we are a serving church.*** Our goal is to see every member developing their God-given abilities and using them to serve others.
9. ***Outreach - we are an evangelistic church.*** Our goal is to reach lost people both near and far and influence our community for righteousness through evangelism, community outreach, missions and church planting.
10. ***Relevance - we are a contemporary church.*** Our goal is to present the message of Christ in a way that is meaningful to regular attenders and comprehensible to outsiders.
11. ***Diversity - we are multicultural church.*** Our goal is to bridge cultural and generational gaps so as to create a community where different people can relate together in a spirit of love and unity.
12. ***Excellence - we are a quality church.*** Our goal is to pursue excellence in all aspects of church life in order to bring glory to God.