

## Position Description

<b>Position Title</b>	<b>Coordinator, Asista Mentoring Program</b>
<b>Who You'll Report To</b>	<b>Manager, Leadership Programs</b>
<b>Where This Role Sits (Dept)</b>	<b>Service Delivery (Eastern Australia) – Leadership Programs</b>
<b>Employment Instrument</b>	<b>Social, Community, Home Care And Disability Services Industry Award 2010</b>
<b>Classification</b>	<b>Community Services Level 5</b>

### Our Purpose

We support women in Australia to live in safe, secure and affordable homes and fostering women's leadership and working alongside them so they can build the future they want. Learn more about YWCA Australia [here](#).

### Why This Role Matters

In this role, you will support the effective delivery of [Asista Mentoring Program](#). Asista is a special program that matches girls and young people of diverse gender (12 – 18years) in the child protection system with a female volunteer mentor. The program facilitates fortnightly one-on-one recreational outings that build friendship, trust and life skills as the mentee navigates her journey to adulthood.

You will coordinate the recruitment and engagement of mentors and program participants (mentees); facilitate training, support and supervision of mentors, ensuring they are well-equipped to build strong, positive relationships with young people. You will also lead the planning and delivery of mentor peer events and participant community days, creating inclusive opportunities for connection, growth and new experiences, while ensuring the voices of participants are actively heard and reflected.

### What This Role Involves

In this role, you will:

- coordinate and deliver Asista Mentoring Program in line with funding agreement requirements
- Recruit participant mentees and build relationships with referring agencies
- recruit, screen, train and support volunteer mentors, and foster strong mentor–mentee relationships
- Monitor and support participant engagement.
- plan, coordinate and deliver community events, volunteer training sessions and participant activities that promote connection and growth

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- engage and liaise with internal and external stakeholders to meet funder and YWCA performance targets
- monitor, report and communicate program progress and outcomes through supervision, funder reports and Asista newsletters.
- prepare for and undertake internal and external audits in accordance with funding agreement requirements
- empower and support volunteers to strengthen capability and connection to our organisation
- champion continuous improvement and maintain high-quality program delivery
- work in alignment with The Y Way and YWCA's values
- follow and role model safe work practices in line with legislation, YWCA policies and WHS responsibilities
- carry out additional tasks as required, in line with the responsibilities and level of the role.

## Capabilities And Expertise

To thrive at YWCA in this role, you will:

- bring experiences working with Youth and or volunteers and or running community projects/programs.
- bring qualifications in Social Work, Youth work, Community Services, or a related field is preferred, however professional vocational work experience and lived experience is considered.
- bring experience in a similar role, supporting high-risk young people and volunteers.
- understand the role of a volunteer and volunteer engagement and the relevant legislation, policies and processes that guide this work
- build trusting and respectful relationships with ease
- communicate clearly and kindly, and listen well
- have digital capability (experience with WordPress would be an advantage)
- adapt well to change and bring a positive, solution-focused attitude
- care about gender equity, social change and making a meaningful difference
- take a trauma-informed, strengths-based and culturally responsive approach
- enjoy working alongside others and contributing to a warm, inclusive team culture
- work in alignment with The Y Way and YWCA's values

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## Nice to have

- Working knowledge of DFFH requirements Certificate IV in Training and Assessment
- Experience in community services, housing or not-for-profit settings
- Lived experience relevant to this role

## More About This Role

- This role requires the team member to hold, or be willing to obtain, the following:
  - Working rights in Australia
  - A valid National Police Check
  - A state-based Working with Children Check
- A current Driver's Licence with access to a vehicle.
- First Aid and CPR Certificate (or willingness to obtain)
- Completion of a pre-employment medical declaration, including any pre-existing injuries
- This role is based in South Melbourne with frequent travel to Melbourne's north and west.
- Flexible working is available depending on program needs
- Weekend and after-hours work is required to facilitate events 1-2 times a month. The timing of the events per month is flexible.
- This role includes outreach and community-based work.
- This role requires confidence in working independently for extended periods.

Last updated: June 2026

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