



POSITION DESCRIPTION

Life Coach

OVERVIEW

PROGRAM	Aboriginal Housing Services - Wellbeing Programs
POSITION REPORTS TO	Lead Life Coach
DIRECT REPORTS	Nil
IDENTIFIED POSITION	Yes
DATE PREPARED	August 2025
AWARD	SCHADS Level 4

ORGANISATION CONTEXT:

About

Aboriginal Housing Victoria (AHV) is an Aboriginal¹ community organisation responsible for managing more than 1,600 rental properties for Aboriginal people living in Victoria.

Our vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

In addition to being the largest Aboriginal Registered Housing Agency in Australia, AHV is the lead agency for Victoria's Aboriginal housing and homelessness policy, *Mana-na woorn-tyeen maar-takoort*. As the housing and homeless policy lead in the Victorian Aboriginal community, AHV has a responsibility to work in partnership with the Government to secure the resources and reforms to implement the policy, while we support sector development to empower Victoria's Aboriginal community to determine its chosen housing future.

AHV's housing services are targeted to those most in need of support. Through the provision of secure housing by an Aboriginal rental provider, AHV helps strengthen and maintain Aboriginal communities and cultural ties.

Values

Aboriginal cultural values underpin AHV's values. Our values provide an ethical framework within which all decisions are made, and our services are delivered. Our values guide how we relate to our clients, each other and to the Aboriginal and non-Aboriginal community.

Respect and support for Aboriginal identity and culture and for our tenants and stakeholders

Striving for excellence through leadership in Aboriginal housing and best practice service delivery

Integrity, trust and honesty in all our business activities

¹ Throughout this document the term "Aboriginal" is used to refer to both Aboriginal and Torres Strait Islander people.

Collaborative relationships with our community, tenants, government and stakeholders

Kindness, compassion, courtesy and dignity in our relationships with our clients, our stakeholders and with each other

AHV is also committed to promoting and protecting the interests and safety of children.

PROGRAM INFORMATION:

AHV's Wellbeing Programs aim to:

- better understand the needs, characteristics and aspirations of Aboriginal people in social housing; and
- strengthen the link between tenancy management and service delivery; and
- actively assist households to improve life outcomes and achieve their aspirations.

The aims of the programs are directly relevant to AHV's Vision:

That Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

The project features a household or family lens for coordinating services, which is more consistent with Aboriginal cultural values and practices and provides an opportunity in a different setting for targeting promotional and prevention activities, along with the provision of guidance and coaching.

PURPOSE OF THE POSITION:

The Life Coach is responsible for:

- working with renters and households to identify their aspirations, increase social connectedness and strengthen individual and household capacity to participate in positive opportunities.
- facilitating the development of a person-centred plan.
- ensuring a holistic household/family-centred approach to the coordination of a range of coaching and other appropriate services, to support renters and household members to work towards the achievement of their aspirations; and
- actively monitoring and supporting the progress of renters and household members in working towards their aspirations, including reviewing aspirational plans and facilitating engagement and re-engagement with service providers, coaches and mentors as appropriate.

Working within a strengths-based framework, the Life Coach will ensure service delivery is aligned with Aboriginal cultural values and knowledge and enhances participants' health and well-being outcomes.

The Life Coach will contribute to the design and development of aspirations and goals and to work closely with other members of the Wellbeing Programs and Operations teams, along with a diverse range of staff from stakeholder agencies.

KEY RESPONSIBILITIES

- Engage households in opportunities for identifying their social, professional and cultural aspirations and personal development goals.
- Mentor and assist household members with referrals to other relevant services where required and monitor and review service/coaching needs as appropriate.
- Assist and support those seeking employment to link in with appropriate support with work preparation including resume writing, cover letters and job search skills and interview coaching.
- Work collaboratively and develop partnerships with community organisations and enterprises to provide pathways for household members to access volunteering opportunities, gain employment, develop new skills and provide workplaces with an opportunity to enhance cultural diversity and cultural safety.
- Manage own schedule to ensure all targets are met.

- Build and maintain constructive relationships with the support and Aboriginal community organisations.
- Travel within an allocated region to complete participant visits, meetings and relevant actions.
- Attend and contribute to team and other relevant staff meetings.
- Perform other duties as directed that fall within the scope of the position or the incumbent's knowledge and skills base understanding that not all duties will be necessarily performed at all times.
- Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.

QUALIFICATIONS AND LICENSES

- Current Victorian driver's licence.
- A relevant qualification in community development, health/wellbeing, training or life coaching is desirable but not mandatory.

KEY SELECTION CRITERIA

- This position is open to Aboriginal and Torres Strait Islander candidates only.
- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- Knowledge and experience of working with individuals and families in needs assessment and personal development planning.
- Ability to engage, support and motivate individuals, groups and service providers.
- Demonstrated ability to work collaboratively with colleagues, government and community organisations, to effectively coordinate coaching and other support activities that promote the achievement of positive outcomes for clients.
- Excellent communication skills, both written and verbal.
- Extensive life experience and empathy for others' experiences.
- Establishes and encourages positive relationships.
- Aspirational belief in the capacity of each person to achieve.
- Collaborative and coordinated approach to finding solutions to challenges.

EMPLOYMENT CONDITIONS

- Terms and conditions of employment are as per the Contract of Employment.
- AHV is an equal opportunity workplace.
- A current National Police records check and Working with Children Check are required.
- Attend mandatory and other training as required.