

POSITION DESCRIPTION

Position:	NOOR Lived Experience Advocate
Reports To:	Strategic Projects Manager
Direct Reports:	NIL
Status:	Part Time (FTE0.8) upto January 2027
Location:	Hybrid- East Melbourne, online & off site
Pay Rate:	Social, Community, Home Care and Disability Services Industry Award (SCHADS) Level 4 + Superannuation + Salary Packaging

ORGANISATION BACKGROUND

inTouch Multicultural Centre Against Family Violence (inTouch) provides person-centred, integrated and culturally responsive family violence services to people from migrant and refugee communities across Victoria. We have assisted over 30,000 women and children experiencing family violence throughout our 40 years of operation, providing a holistic service that centres the experiences of victim-survivors in everything we do.

inTouch works across the family violence continuum, providing culturally informed early intervention, case management, perpetrator programs, legal advice, crisis recovery and enhanced capacity-building across the sector and community. We are proud to provide high-level leadership and guidance to all levels of government with our evidence-based, victim-survivor informed advocacy and policy work.

Our services include:

- An accredited community legal centre working at the intersection of Family Law and Migration Law
- Learning and development programs for family violence providers and multicultural organisations to build their knowledge and skills when supporting women from refugee and migrant communities
- Case management that encompasses a first-hand understanding of the migration journey and unique cultural barriers women may face when seeking assistance
- Post-recovery initiatives for victim-survivors, focusing on economic independence, social and family connection and emotional wellbeing
- Prevention projects and resource development for migrant and refugee communities
- Programs focusing on trauma and culturally informed perpetrator intervention.

We are a unique and vital service, with specialist expertise working with people of migrant and refugee backgrounds. This is reflected in our workforce, which is comprised primarily of people who are migrants and refugees themselves – the inTouch team is from over 20 different countries and communities globally.

You can view inTouch's 2022-2025 Strategic Plan [here](#).

Position Description: NOOR Lived Experience Advocate	Effective Date	September 2025	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	September 2027	Page 1 of 6

POSITION SUMMARY

The NOOR Lived Experience Advocate will work alongside the our own Resilience (NOOR) Family Violence Survivor-Advocates and inTouch to amplify lived experience and build a strong platform for survivor-led advocacy. This role will coordinate a broad program of strategic partnerships, sector development, and project work that prioritises consumer participation, champions the voices of culturally and racially marginalised communities, and embeds survivor perspectives into the design, delivery, and evaluation of family violence services and policy.

KEY RELATIONSHIPS

Internal	Maintain strong, collaborative relationships with all inTouch staff, including leadership, inTouch Board, NOOR Survivor-Advocates, students and volunteers to support cohesive team dynamics and effective, client-centred, program execution.
External	Cultivate and sustain positive relationships with a broad network of stakeholders, including inTouch clients, specialist family violence services, refugee, migrant, and multicultural community organisations, government agencies, academic institutions, and funding partners.

POSITION ACCOUNTABILITIES

- Coordinate and support the NOOR Survivor-Advocates Program within inTouch and across the family violence sector.
- Ensure client experiences are central to understanding and improving the effectiveness of specialist family violence services.
- Support NOOR Survivor-Advocates to safely and meaningfully engage in consultations, media opportunities, and advocacy activities, acting as a key support person.
- Strengthen trust and reduce power imbalances by contributing to and embedding lived experience into decision-making processes.
- Support in building and sustaining partnerships with government, sector, and community organisations to expand the reach and influence of NOOR Survivor-Advocates.
- Contribute to evidence-based decision-making and embed continuous improvement into the design, delivery, and evaluation of services.
- Support inTouch and the sector to reflect, apply, and embed lived and living experience voices, shaping systemic responses to client needs.
- Support the delivery of advocacy and co-design initiatives together with NOOR Survivor-Advocates, under guidance from the Strategic Projects Manager
- Ensure safe and supported advocacy, collaboration, and consultation experiences for all Survivor-Advocates.
- Support in promoting cultural safety, wellbeing, and trauma-informed practices in every engagement.
- Support in expanding NOOR's connections across inTouch and the broader sector to build solidarity, capacity, and sustained impact.

PEOPLE MANAGEMENT

NA

Position Description: NOOR Lived Experience Advocate	Effective Date	September 2025	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	September 2027	Page 2 of 6

DELEGATION OF AUTHORITY

The incumbent must operate at all times within inTouch's Delegation of Authority and ensure that all decisions and actions align with the responsibilities outlined in the current schedule.

KEY SELECTION CRITERIA

Essential

- Demonstrated commitment to centring the voices of victim-survivors, with the ability to embed lived experience into advocacy, service design, and sector reform.
- Deep understanding of cultural humility and the significance of cultural safety in supporting people from migrant, refugee, and other culturally and racially marginalised (CARM) communities.
- Knowledge of family violence systems, including the MARAM framework, and experience supporting autonomy and empowerment while managing risk and safety.
- Proven capacity to work collaboratively across complex service systems, with experience influencing change in the family violence or related human services sectors.
- Strong skills in advocacy, facilitation, and partnership-building, with the ability to create safe, respectful, and inclusive environments for survivor engagement.
- Highly developed communication skills, with the ability to prepare compelling reports, briefings, and presentations that amplify survivor voices and reach diverse audiences.
- Demonstrated ability to mentor, support, and strengthen the capacity of both survivor advocates and sector stakeholders to embed lived experience meaningfully in practice and policy.

Desirable

- Proficiency in a language other than English.
- Familiarity with the *Experts by Experience* Framework or other lived-experience leadership models, and capacity to apply these in program and sector development.

SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conduct work outside normal business hours.
- Must hold a current Victorian car license
- Must be physically capable to carry out administrative duties, including extended periods of computer use

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and relevant inTouch policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.
- inTouch has a smoke-free workplace policy.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in day-to-day work in order to meet the organisation's audit, contract and registration obligations.
- Proactively apply specialist knowledge in the review and maintenance of inTouch policies, systems and processes.

Position Description: NOOR Lived Experience Advocate	Effective Date	September 2025	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	September 2027	Page 3 of 6

- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Enterprise Agreement and is negotiable depending on experience.
- The position will attract five (5) weeks annual leave per annum, pro rata for part-time appointments.
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy.
- Superannuation Scheme is available through HESTA; the provisions of the Superannuation Guarantee (Administration) Act 1992 apply.
- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 referees, a national criminal records check, working with children check, proof of identity, working rights in Australia and qualifications.
- Signing a Confidentiality Agreement is a personnel requirement of inTouch.
- The successful applicant will initially be engaged for a probationary period of six months.
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition.

PRIVACY NOTIFICATION

The collection and handling of applicants' and the successful appointee's personal information will be consistent with the requirements of the Information Privacy Act 2000.

Position Description: NOOR Lived Experience Advocate	Effective Date	September 2025	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	September 2027	Page 4 of 6