

MENTORING PROGRAM

Volunteer Mentor Role Overview

Engagement Status: Volunteer

Reports to: Program Coordinators

ORGANISATIONAL BACKGROUND

inTouch Multicultural Centre Against Family Violence (inTouch) provides person-centered, 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.

ABOUT THE MENTORING PROGRAM

The purpose of this project is to support women impacted by family violence to build confidence, skills, and self-esteem to pursue secure and meaningful employment. It provides opportunities for participants to connect with professional mentors who support both their recovery and career development.

Through structured professional support, the program delivers a formal mentoring framework that enhances stability, builds confidence, and strengthens employment readiness. Participants are equipped with the skills, resources, and guidance needed to secure sustainable employment and achieve long-term economic independence.

Women from migrant and refugee backgrounds who have experienced family violence often face significant barriers to employment, including limited local work experience, gaps in employment history, unfamiliarity with Australian workplace systems and culture, and overseas qualifications that may not be recognised. These challenges are often compounded by the impacts of family violence and reduced confidence.

Economic independence is an important step in recovery, enabling women to regain self-worth, stability, and the ability to support themselves and their families.

Over the next six months, the program will connect women with mentors from the community and workplace to build skills, confidence, and professional networks. Mentors will also contribute to feedback and evaluation at the end of the program.

This program focuses on key areas such as:

- Setting employment goals and identifying strengths and interests
- Creating a shared plan to achieve those goals
- Developing mentees' understanding on how to look for, apply and succeed in work in Australia
- Supporting mentees to build their confidence, self-esteem and broader support network;
- Guiding mentees through their employment journey to acquire the resources and skills they need and practical professional support to secure meaningful, sustainable employment and achieve economic independence and identified goals.

MENTORING RESPONSIBILITIES

Time commitment & expectation

Activity	Description	Period
Induction	2 hours session with all participants	End of May/Early June
Mentoring session	1-2 hours per fortnight, at a time mutually agreed upon between mentor and mentee + 30 minutes dedicated to admin work post meeting	1 June – 30 Nov
Evaluation	Short survey and feedback session	Pre, mid and end-point survey

Mentors will work with women from migrant and refugee backgrounds who have experienced family violence. Each mentor will be matched with a mentee who is ready and committed to their job-seeking journey.

Mentors will meet with their mentees fortnightly (or as mutually agreed) for 1–2 hours, either in person or virtually. While face-to-face meetings are preferred, online meetings may be arranged if required.

Throughout the six-month program, mentors will provide guidance and support to mentees in line with the mentoring framework. Group sessions will also be held to celebrate achievements and build networks, with a final graduation ceremony marking the completion of the mentorship.

Mentors are expected to engage with mentees in a respectful, culturally responsive manner, while being mindful of their experiences of family violence.

Training & Support

Mentors will receive a thorough induction, ongoing training opportunities, and continuous support from the program coordinators. An initial group session facilitated by inTouch will introduce mentors to their mentees and fellow mentors.

ELIGIBILITY AND KEY SELECTION CRITERIA

Essential

- Identify as a woman working in a professional managerial role in Australia for at least five years

- Women from migrant backgrounds are encouraged to apply, regardless of residency or citizenship status
- Reside in Melbourne or surrounding areas
- Have, or be willing to obtain, a valid Working with Children Check (WWCC) and Police Check
- Ability to commit to five months of engagement, including individual meetings with mentees, training, group sessions and evaluation
- Demonstrated commitment to supporting women from migrant and refugee backgrounds who have experienced family violence
- Excellent communication skills with strong intercultural understanding
- Non-judgemental, empathetic approach
- Ability to work autonomously within the program structure

Desirable

- Experience volunteering or working with women from migrant or refugee backgrounds and/or women who have experienced family violence
- Understanding of or experience of mentoring
- Professional experience across a range of workplaces or industries
- High ethical standards and values, ability to act with integrity and confidentiality

ADDITIONAL INFORMATION

Complete the application form and submit with resume to hr@intouch.org.au

A valid Police Check and Working with Children Check are mandatory requirements to have prior to the commencement to ensure the safety of participants. Mentors will be required to complete a Confidentiality Agreement.

Program coordinators will be available to provide mentors with ongoing support throughout the mentorship project, including debriefing or additional advice, as needed. All mentors will have access to inTouch's Employee Assistance Program (EAP) if required during the program.

In accordance with our Equal Opportunity Exemption (H326/2023), this position is open to applicants who identify as female only.