



Position title:	Manager – Health and Treatment Services
Location:	North Melbourne
Reporting to:	Manager – Inner Melbourne Community Hub
Direct reports:	Senior Worker Quin House & RLAD Senior Worker Health and Treatment STAR Program Clinical Coordinator Senior Worker Brief Intervention Program Senior Worker Planned Activity Group

VincentCare was established to provide a range of professional accommodation and support services to people that are facing disadvantage and those that are ageing throughout metropolitan and regional Victoria.

VincentCare’s primary focus is to:

- provide quality services for people at risk or experiencing homelessness, people with a disability, and men and women struggling with complex needs including substance abuse and mental health issues
- advocate for vulnerable and disadvantaged people, respect their dignity and rights and understand their needs so as to provide them with support and encouragement and enable greater independence.

Our Mandate

VincentCare was established to extend the Christian Mission of the St Vincent de Paul Society to support and advocate on behalf of the most disadvantaged Victorians

Our Aspiration

To be the leader in providing care, hope and advocacy for those facing disadvantage

Our Purpose

To create opportunities and lasting change for the most marginalised

Our Values

VincentCare is committed to expressing Christian love by embedding the following values in its culture:
Courage, Leadership, Accountability, Compassion, Excellence, Dignity

Diversity and Inclusion

We are committed to the principles of social justice and aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation or religion.



Hubs

VincentCare services to clients are provided through Hubs, with each hub providing a range of support including accommodation, case management outreach.

Inner Melbourne Community Hub: Provides a range of accommodation and support services, including crisis accommodation, drug and alcohol case management, and adult outreach.

Northern Community Hub: A hub with housing dispersed throughout the community, along with family violence services, case management services and youth outreach services.



Social Enterprises Hub: Incorporates Ozanam Enterprises at Carrum Downs, an Australian Disability Enterprise which provides a range of supported, practical, hands-on employment and training opportunities to people with disabilities or facing other forms of disadvantage.

Hume Community Hub: VincentCare's Hume Community Hub was established in 2016 to incorporate the family violence support programs that have been operating in Shepparton for many years. The Hub also provides emergency relief, financial counselling and capacity building and Home Care Packages.

Strategic Direction

In the past decade, VincentCare has initiated significant transformation, partnerships, leadership and action to guide the way the organisation delivers services to clients. VincentCare has done this to ensure that each individual's work culminates in fulfilling our purpose - to engage, enable and empower Victoria's most disadvantaged.

To meet the internal and external drivers of change and success, Vincentcare is in the process of adapting and iterating its Operating Model. This Operating Model will integrate the following six initiatives;

1. Elevating the voice, wisdom and critical value points for clients through methods such as client value mapping, end to end customer value chain mapping and client participation
2. Embedding Reconciliation and Diversity into the whole organisation through methods such as cultural change, systems sensitivity and adaptation.
3. Rigorous use of data, analytics and evidence through methods such as KPI reporting, Outcomes based frameworks, Program Logics and a central data hub.
4. Systematic driving of effectiveness and efficiency through methods such as VincentCare's Homelessness Recovery Model (service model), PDAC, Lean, Toyota Production System, Quality and compliance standards
5. Engaging and aligning our people, leadership and culture through collaborative learning approaches to problem solving, solution design, delivery and continuous improvement at the local and service delivery level.
6. Driving financial sustainability through careful financial modelling, key metrics and controls, and long term financial planning.

ROLE SCOPE AND PURPOSE

VincentCare is committed to improving health outcomes for people experiencing homelessness and disadvantage, as a primary service offering; as an effective engagement mechanism for longer term support; and to complement and reinforce sustainable housing outcomes.

The Manager – Health & Treatment Services leads the coordination and delivery of health and treatment services at VincentCare's Inner Melbourne Community Hub, across multiple sites. The role incorporates direct management of AoD services (including STAR, Quin House, RLAD and the Brief Intervention Program), and coordination and oversight of a range of primary and allied health care partnerships.

Reporting to the Hub Manager, this position plays a critical role designing and delivering recovery focused health responses to a diverse range of people experiencing / at risk of homelessness, substance dependency and disadvantage.



Leadership Team Operating Principles

The VincentCare model seeks to reflect a collegial approach which means we:

- ✓ Collaborate and share information within the Team to support policy development, the continuity and enhancement of service delivery, and the achievement of VCVs strategic objectives
 - ✓ Engage with all relevant stakeholders to inform our business planning and decision-making processes
 - ✓ Are transparent in our decision-making processes
- Are loyal and committed to implementing the decisions made the Team in support of VCVs strategic objectives

ROLE ACCOUNTABILITIES

Key Result Area	Key Accountabilities
Leadership	<ul style="list-style-type: none"> ▪ Provide strong, credible and informed portfolio leadership in a range of internal and external arenas. ▪ Create a positive, collaborative and cohesive work culture to maximise the performance of internal, co-located and visiting staff. ▪ Ensure staff are engaged and supported to maximise positive client outcomes. ▪ Encourage, recognise and reward positive performance and behaviour and address under performance and poor / inconsistent behaviour as required. ▪ Effectively lead staff through change, as required, to ensure areas of responsibility align with VincentCare strategic directions.
Management	<ul style="list-style-type: none"> ▪ Lead multidisciplinary teams in the effective and efficient delivery of professional health and treatment services to identified client groups, in accordance with VincentCare’s client service delivery model. ▪ Work in conjunction with reporting managers and external service providers to develop service delivery arrangements across an integrated, multi-site health and treatment services platform. ▪ Ensure that service provision meets the differing cultural, social and support needs of clients. ▪ Identify, develop and manage service partnerships, visiting services and co-location agreements to build service capacity. ▪ Ensure VincentCare Health and Treatment Services remain responsive to changes in client profiles, the external environment and relevant research and evidence. ▪ Provide regular supervision, mentoring and operational support to Team Leaders. ▪ Network and collaborate with local health providers, including hospitals, mental health services, AoD services, allied health services and wellbeing programs.
Administrative	<ul style="list-style-type: none"> ▪ Prepare high quality reports and briefing papers as required ▪ Ensure the maintenance of all client records to meet internal and external regulatory requirements.
Financial	<ul style="list-style-type: none"> ▪ Contribute to the development of the annual operating and capital expenditure budgets for Health & Treatment Services. ▪ Ensure that expenditure across all areas of accountability is in accordance with approved budgets and delegated authority levels, preparing timely and accurate management reports as required. ▪ Contribute to the preparation of funding submissions and ensure funding streams are used to best effect, particularly in relation to staffing.



	<ul style="list-style-type: none"> ▪ Adhere to the Department of Health guidelines regarding Drug Treatment Activity Unit's and the acquittal process, in line with STAR Consortia protocols.
Compliance	<ul style="list-style-type: none"> • Ensure all work undertaken within areas of accountability complies with VincentCare values, policies, procedures, codes of conduct and legislative/regulatory requirements and recognised accreditation standards (with a particular focus on Rainbow Tick Accreditation) • Ensure awareness of the policy, legislative and other relevant compliance obligations from day one of a working relationship with VincentCare. • Undertake appropriate training to support understanding of, and compliance with, key VCV policies including work health and safety, equal opportunities, privacy, procurement etc., to meet the required compliance obligations. • Ensure working within appropriate risk management and OH&S procedures and operating practices are embedded within VincentCare's services and accommodation provision to safeguard employee, resident and visitor health, safety and well-being. • Participate in any periodic reviews of work practices/operating arrangements within areas of accountability to ensure potential risks/hazards/ breaches are identified and appropriately managed to meet compliance requirements. • Operate in accordance with VincentCare's schedule of delegated authorities.

Key Contacts

- Hub Manager – Inner Melbourne Community Hub
- Senior Worker – Quin House & RLAD
- Clinical Coordinator – STAR Program
- Senior Leadership Team (SLT)
- Partner Agencies

KEY SELECTION CRITERIA

Qualifications

- Relevant tertiary qualification in health / community services (required)
- Diploma or equivalent in AoD (preferred)

Experience - Essential

- Experience and / or knowledge of the Victorian alcohol and other drug services sector
- Experience and / or knowledge of the homelessness services sector
- Demonstrated understanding of contemporary approaches to alcohol and other drug treatment services, recovery and harm minimisation
- A broad understanding of relevant primary and allied health services, including mental health services

Experience - Desired

- Operational management experience in the health or community services sector, including experience successfully managing a range of multidisciplinary support and treatment programs
- A comprehensive understanding of government policy, funding and compliance requirements
- Experience and/or understanding of relevant health promotion activities

Skills and Personal Attributes



- A values-based and client focused approach to service delivery informed by a demonstrated commitment to social justice issues
- Knowledge and understanding of the social determinants of health, and a commitment to health equity
- Highly developed communication and relationship management skills together with the ability to develop and maintain collaborative working relationships with a broad range of stakeholders
- Polished presentation skills, including the ability to represent VincentCare in a range of public arenas
- Analytical, pragmatic and outcomes focused approach to problem solving
- Highly developed report writing skills, including the ability to prepare succinct management reports
- Financial management skills, including the ability to prepare, manage and report on operational budgets, forecast and mitigate potential funding shortfalls

Mandatory requirements

All appointments within VincentCare are subject to satisfactory completion of a police check and character/performance reference checks. Police checks will be undertaken for the selected candidate prior to any job offer being confirmed. Police checks are also undertaken on a periodic basis during the period of employment.

All appointments are subject to disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

The incumbent for this position must have and maintain a current Victorian Working with Children Check or equivalent.