Position Description

**Position title:** Senior Worker - Case Management program

**Location:** Inner Melbourne Community Hub

**Reporting to:** Manager of Coordination and Support Services

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.
Position Description

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 the each individual’s work culminates in fulfilling our purpose - to care for the most disadvantaged.

Strategic Directions 2018-23, builds our strengths and opportunities with a focus on five key outcome areas. They are:
- Improving our client-centred focus to everything we do;
- Growing partnerships, infrastructure, community engagement and funding;
- Innovating our services, our workplaces and our organisation to be more agile and more responsive;
- Cementing our place-based services and work toward an asset-based community development approach; and
- Increasing our advocacy and influence to create lasting change for generations to come.

ROLE SCOPE AND PURPOSE

The Inner Melbourne Community Hub Case Management team comprises of Key Workers who work closely with homeless and marginalized adults. The Senior Worker has demonstrated experience supporting people experiencing or at risk of homelessness, and an ability to support, guide and mentor other Key Workers in their client work. The Senior Key Worker will lead a multi-faceted case management team based at the new Ozanam House redevelopment featuring a Homelessness Recovery Centre, crisis, short-term and long-term housing. The team supports clients in accommodation, as well as in the community. The role incorporates the responsibility for additional data collection and reporting related to service delivery, leading team reflective practice, staff supervision and a reduced case load.

The overall aims of the case management program are to work from a collaborative, integrated and client centred approach with clients, and use ongoing assessment, case planning and review, and referral to assist people in securing and maintaining affordable housing. The team will support clients through crisis, recovery and growth by means of supporting and referring clients with diverse support needs: mental health, substance misuse, social marginalization, legal, family violence, intellectual and/or physical disability.

ROLE ACCOUNTABILITIES

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<th>Key Result Area</th>
<th>Key Accountabilities</th>
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<td>Core specifics</td>
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<td>Provide daily support, mentoring and leadership to the Case Management team</td>
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<td>Promote and lead assertive engagement practice, case conferencing, supervision and reflective practice within the team</td>
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<td>Case management &amp; assertive outreach of clients experiencing homelessness who may present with multiple and complex support needs</td>
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<td></td>
<td>Case management of clients residing at Ozanam House accommodation who may present with multiple and complex support needs</td>
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<td>Develop appropriate individually tailored case plans in consultation with clients that are responsive to their needs and goals, and incorporates their strengths</td>
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<td>Develop and maintain a Recovery focused working relationships with clients to help support and maintain change through a case management process</td>
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<td>Act as a mediator and advocate on behalf of clients with other services, professionals and agencies</td>
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<td>Advocacy and referral with accommodation and support providers</td>
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### Position Description

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<th><strong>Assessment of future long-term accommodation options and assistance to access these</strong></th>
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<td><strong>Establish and maintain a thorough knowledge of local community agencies, including eligibility and referral requirements and other relevant resources</strong></td>
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<td><strong>Maintain comprehensive knowledge of housing providers such as rooming house operators, real estate agents, community housing and the Office of Housing (OoH)</strong></td>
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<td><strong>Actively use the above information in planning and advocating for outcomes with clients</strong></td>
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<td><strong>Liaise with other staff of VincentCare, community agencies and government on matters arising from individual client work as identified and those as directed by the Manager</strong></td>
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<td><strong>Assist line management in the identification and subsequent liaison with other community service organizations for the development of on-going relationships and work practice protocols that will improve outcomes for the case management program and clients</strong></td>
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<td><strong>Provide secondary consultation to other services in the areas of housing information and referral</strong></td>
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<td><strong>In conjunction with the Manager of Coordination and Support, participate in the ongoing evaluation of service delivery and monitoring of outcomes achieved on behalf of clients</strong></td>
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<td><strong>Undertake relevant professional development programs and maintain an appropriate working understanding of relevant policies and regulations in the area of housing and homelessness</strong></td>
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<td><strong>Provide high quality reports to the Manager of Coordination and Support as required</strong></td>
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<td><strong>Actively engage with and utilise line management support and processes including regular appraisal, training and professional development and regular supervision</strong></td>
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<td><strong>Other duties as required</strong></td>
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### Client focus

- Work from a person centred, strengths based approach that enshrines and respects diversity, equality, choice and client participation
- Incorporate assertive engagement and rapport building with clients. Create transferable relationships; promote independence and sustainable pathways out of homelessness. Promote therapeutic interventions, engagement with health and other treatment services and social inclusion activities
- Incorporate the importance of professional ethics and an ability to adhere to employee/client boundaries
- Manage critical incidents, challenging behaviour and act upon immediate risk of danger to self and others as per VincentCare procedures
- Develop and maintain effective working relationships with clients to support and maintain change through a case management process.
- Regularly liaise with clients to obtain feedback

### Administrative function

- Enter all client information into the SCR database and use as the primary mechanism to maintain client records
- Timely and accurate completion of client file notes and other documentation in line with relevant legislation and policy and procedure;
- Strict adherence to relevant privacy legislation
- Ensure that all incidents are recorded into the RiskMan Incident Reporting Tool
- Ensure any legal documents and other documents of significance have been sighted
by and have the approval of the Manager

- Maintain and lead a high standard of record keeping in regard to case notes, assessments, case plans, data collection, budgetary requirements, risk reporting, and other information systems associated with VincentCare
- Fulfill data reporting requirements to funding providers
- Maintain transparent communication throughout the team and within the framework of line management reporting requirements, including providing timely updates as issues arise, providing accurate and relevant information, internal documents and reports as required
- Fulfill other related administrative tasks to the highest quality as required & directed

### Financial

- Use Housing Establishment Funds (HEF) and program Brokerage in line with VincentCare policies and procedures
- Ensure all financial paperwork is completed accurately and uploaded to SCR as required
- Adhere to the financial reporting processes of the organization and liaise with the Manager regarding any expenditure

### Compliance

- 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

- Manager of Coordination and Support Services
- Senior Worker – Case Management
- Senior Worker - Engagement Team
- Manager of Participation and Engagement

### KEY SELECTION CRITERIA

#### Qualifications

- A relevant tertiary qualification (For example Bachelor Degree) *(required)*
- Further qualifications in another discipline or specialist area (For example Graduate Diploma) *(desired and preferred)*
- Full Victorian Driver’s License
## Experience - Essential

**Knowledge of Homelessness**
- Experience working in, and knowledge of the homelessness and community services sector
- Demonstrated understanding of, and an ability to provide high level assessments, case planning and support response to people experiencing homelessness
- Demonstrated experience in case management practice and navigating service systems with and for clients
- A broad understanding of relevant Primary and Allied Health services, Alcohol and other Drug Treatment services, Mental Health services, Employment, Education and Training options and affordable housing available to clients

**Relationship building**
- Demonstrated ability to effectively build, engage and maintain professional working relationships with people experiencing homelessness
- Demonstrated commitment to social justice which drives persistence and an unconditional positive regard
- Experience in liaising with other community service organisations for the development of on-going relationships and referral protocols beneficial to client support

**Leadership**
- Experience of delivering and supporting a high standard of staff supervision across a range of duties and disciplines
- Able to lead a staff team with energy and enthusiasm, fostering a positive and loyal approach to the service and the broader goals of VincentCare Victoria Community Services
- Recognises the importance of data collection and research to assist in the review, evaluation and planning or future service delivery

**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 trauma informed, strengths based and person centred care
- Highly developed communication and relationship management skills, the ability to lead team practice, and maintain collaborative working relationships with a broad range of stakeholders
- The ability to integrate VincentCare’s values into everyday work practice
- Excellent written and verbal communication skills, including computer literacy
- Recognises the importance of data collection in assisting program evaluations, research, and evidenced based decision making
- Demonstrated ability to work independently and as a member of a team, taking direction when required
- Evidenced administrative accuracy and detail, including timely data entry
- Demonstrated skills and experience in the effective leadership of staff to meet operational performance objectives and demonstrate service excellence

## 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.