

Position title:	Specialist Family Violence Case Manager: Tenancy
Location:	Hume Community Hub
Reporting to:	Program Manager, Specialist Family Violence 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 people 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

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 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.

Position Overview

The position is with VincentCare's highly effective Marian Community team, a 24/7 Specialist Family Violence crisis response service providing immediate intervention and short term case management to women and their children experiencing and/or escaping family violence.

Reporting directly to the Program Manager, Specialist Family Violence Services based in the Hume Community Hub Shepparton, your key responsibilities include:

- Demonstrated knowledge of the local housing sector, particularly in relation to family violence pathways and relevant resources to secure safer, sustainable accommodation for victim survivors.
- Intensive case management including risk assessments, formulating safety plans, referrals.
- Support capacity within the Marian Community through the provision of expertise and advice and provide a consistent point of reference for the team in delivering high quality supports in line with established standards and procedures.
- Participate in the Specialist Family Violence enhanced after-hours crisis response on-call roster and be available on designated weeknights and weekends.
- Ensure follow up action and information sharing is completed, with all client data recorded accurately and in a timely, professional manner.
- Actively participate in an evaluation process aimed to provide a rigorous evidenced base need to guide continuity of resource allocation that informs safe and sustainable accommodation pathways for victim survivors.
- Work collaboratively with relevant stakeholders to enhance support services.
- Participate in community health and education programs.
- Compile and maintain accurate and timely reports and data as required.

You will have:

- A sound discipline knowledge gained through working in the homelessness and/or housing sector.
- The ability to develop and maintain effective working relationships with women and their children, working from a person-centred, strengths base that enshrines and respects diversity, equality, choice and participation.
- An understanding of intersectionality in family violence, including additional barriers, complexities and occurrence of family violence across a broad range of familial relationships.

- An in-depth understanding of the evidence on the gendered nature of family violence, and the nature, dynamics and impact of family violence.
- The ability to contribute to maintenance of existing networks and/or the establishment of new cross-sector networks.
- The ability to demonstrate resilience including managing stressful situations.
- Knowledge and understanding of the current landscape of family violence including working knowledge of the Royal Commission into Family Violence, the Victorian 10-year Action Plan, relevant legislative frameworks and reforms, e.g. the MARAM and information sharing reforms.
- An evidenced commitment to support the organisation to manage compliance standards including: risk management; accountability; worker health and safety; privacy; accreditation; ongoing professional development.

Key Contacts

- Hume Community Hub Manager.
- Program Manager, Specialist Family Violence Services.
- Senior Specialist Family Violence Case Manager.

Key Selection Criteria

Qualifications

- Relevant experience and/or discipline based on the responsibilities of this position.

Experience

- A minimum two years' experience in working within the Community Services sector.
- Demonstrated knowledge and practice that integrates trauma informed approaches to case management and support.
- Demonstrated understanding of working with families in crisis.
- Ability to demonstrate culturally sensitive practice in relation to family violence, inclusive of the needs of Aboriginal and Torres Strait Islander and Cultural and Linguistically Diverse communities.
- Demonstrated understanding of issues affecting people who are homeless or at risk of homelessness.

Skills and Personal Attributes

- High computer literacy is essential.
- Demonstrated well developed interpersonal and consultation skills.
- Capacity to work autonomously, demonstrate initiative and have well-developed time management skills.
- Excellent verbal and written communication skills.

Mandatory Requirements

- 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 term 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.
- Applications for this role are open to female candidates (including trans, gender diverse and intersex women) only under Section 28 of the Equal Opportunity Act 2010.