



Position title:	Manager – Support Services
Location:	North Melbourne
Reporting to:	Inner Melbourne Community Hub Manager
Direct reports:	Greenlight and Case Management Senior Workers and Hub Administration Worker (4)

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.

ROLE SCOPE AND PURPOSE

The Ozanam House Redevelopment, situated within the Inner Melbourne Community Hub, features an open-access drop in Homelessness Resource Centre where people aged over 18 who are either experiencing homelessness or at risk of homelessness can access a suite of services including (but not limited to) drop-in support (i.e., meals, laundry facilities), case management, a health platform, and initial assessment and planning. The building also encompasses a 60-bed crisis accommodation, 48-bed extended supported accommodation units, and 26 independent living units for people experiencing homelessness.

The Manager – Support Services, based at Ozanam House, provides local leadership and management across two areas of service delivery at VincentCare’s Inner Melbourne Community Hub, namely: (1) case management support for clients in crisis and extended supported accommodation at Ozanam House, and (2) outreach case management support, including the Greenlight housing first case management team.

Reporting to the Hub Manager, the Manager – Support Services, coordinates and leads the delivery of reconnection and recovery focused service responses to a diverse range of people experiencing or at risk of homelessness, who can present with multiple and complex support needs. In addition, the role will align local services to VincentCare’s Homelessness Recovery Model, develop and manage staff to deliver quality programs and services, and lead integrated and innovative approaches to service delivery across the Homelessness Services team.

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 by 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 staff and positive and sustainable outcomes for clients. • 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.
Financial Management	<ul style="list-style-type: none"> • Operationalise and lead a single client access process for the Inner Melbourne Community Hub, ensuring programs are responsive, highly coordinated and delivered in accordance with VincentCare’s Homelessness Recovery Model objectives.



	<ul style="list-style-type: none"> • Ensure Hub programs and services are integrated, and that the pathways into and between VincentCare and external programs are efficient, transparent, client centred and match identified support needs. • Ensure service coordination and case management support identifies and responds to people’s duration of homelessness, and delivers service responses based in recovery and reconnection. • Generate and maintain a culture of genuine, empathic, positive and professional support relationships with clients under a Key Worker Model. • Ensure that service provision meets the differing cultural, social and support needs of clients. • Identify, develop and manage service partnerships and referral pathways to build service capacity, including with providers of affordable housing. • Ensure Support services remain responsive to changes in client profiles, the external environment, in addition to relevant research and evidence. • Provide regular supervision, mentoring and operational support to Senior Workers and Hub Administration Worker. • Other duties as required.
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. • Ensure that services meet performance targets, reporting and data submission deadlines as determined by service agreements and contracts. • 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
Contacts

- Hub Manager – Inner Melbourne Community Hub
- Inner Melbourne Community Hub Managers, Team Leaders & Senior Workers
- General Manager, Homelessness Services
- Senior Leadership Team
- Partner Agencies

KEY SELECTION CRITERIA

Qualifications

- Relevant tertiary qualification in social work / community services (*required*)



Experience - Essential

- Extensive experience and / or knowledge of the homelessness service sector
- Demonstrated understanding of contemporary approaches to trauma, recovery and harm minimisation
- Extensive experience and a demonstrated ability to navigate services and sectors, to maximise outcomes for identified client groups

Experience - Desired

- Operational management experience in the homelessness or community services sector, including experience successfully delivering case management support programs
- A comprehensive understanding of government policy, funding and compliance requirements
- Experience and/or understanding of relevant human services sector reforms, and interacting with external program eligibility gateways (eg. myagedcare, NDIS, non-residential adult AoD services)

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 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.