

Position title:	Team Leader - Engagement
Location:	Northern Community Hub- Glenroy
Reporting to:	Manager – Engagement and Coordination, Northern Community Hub
Direct reports:	Initial Assessment and Planning Team

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 and learning approaches to driving problem solving, solution design, delivery and continuous improvement to the local level
6. Driving financial sustainability through careful financial modelling, key metrics and controls, and long term financial planning.

ROLE SCOPE AND PURPOSE

The Team Leader has two distinct but interrelated functions within the Initial Assessment and Planning (IA&P) team at Northern Community Hub. They are; - the provision of intake and assessment ('welcoming and engagement') and; planning ('coordination') with clients seeking assistance from VincentCare.

VincentCare Victoria is seeking an appropriately-qualified person to take on the position of Team Leader of Engagement. The role has two distinct but interrelated functions within the Initial Assessment and Planning (IA&P) team at Northern Community Hub. They are; - the provision of intake and assessment ('welcoming and engagement') and; planning ('coordination') with clients seeking assistance from VincentCare.

The Initial Assessment and Planning (IA&P) team manage a very high level of demand with 4,500 clients and 18,000 contacts per annum. As the designated homelessness entry point for Hume/Moreland, all clients experiencing homelessness and/or housing stress, the Team Leader of IA&P and the team manage;-

- Clients who present with a range complex needs including presentations of multiple diagnosed and undiagnosed medical and mental health needs, family violence, and/or are often drug influenced;
- Assistance is provided to all cohorts including young adults, families, adults and older adults and clients who have experienced long term homelessness;

- Clients are in housing crisis, and who are experiencing high levels of stress.

This requires a diverse range of knowledge and high level skills for the team leader in working with all cohorts who are in crisis. The role requires a detailed understanding and capacity to engage both with the homelessness service system and multiple and often divergent mainstream community service streams.

Unlike case management programs, IA&P have no limit on the number of clients they assist. The team leader role has a high level of staff contact which requires highly responsive and effective decision making to meet client's immediate needs. The Team Leader also manages after hour's referrals and police referrals.

The Team Leader has budget responsibility- disbursement of Housing Establishment Fund
The Team Leader reports to the Manager of Engagement and Coordination. The Team Leader manages a work unit that holds important reputational value to VincentCare- the performance of the IA&P program plays a considerable role in representing the brand of the organisation due to its public facing role.

In addition to the above the Team Leader supervises and supports several students and volunteers. The role liaises closely with the Private Rental Assistance Program, outreach and young adults programs, brief intervention and prioritisation worker.

It liaises with multiple external organisations on client facing matters and participates in several homelessness and mainstream community networks. The role supports and coordinates the attendance of emergency services to Glenroy on a regular basis where there is an urgent need to do so.
The team leader is responsible for achieving targets and the team over performs in this area.

A feature of the engagement program is to meet clients 'where they are at' and establish place based services.

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	<p>As a member of the Northern Community Hub leadership team:</p> <ul style="list-style-type: none"> ▪ Provide strong, credible and informed leadership ▪ Create and maintain a collaborative and cohesive work culture to help support and maximise the performance of staff to achieve positive and sustainable outcomes for clients. ▪ Support team members to provide a caring and comprehensive service to persons experiencing homelessness, including:



	<ul style="list-style-type: none">○ Crisis intervention○ Undertaking comprehensive Initial Assessments○ Advocacy with accommodation and support providers○ Provide interim response in crisis○ Assessment of and assistance with future long- term accommodation options.○ Assistance with financial resources <ul style="list-style-type: none">▪ Encourage, recognise and reward positive performance and behaviour and provide constructive feedback on areas of development▪ Lead the team in providing creative and durable responses to client needs and ensure that plans for clients are appropriately developed, documented and actioned. This is undertaken with an emphasis on client self-determination.▪ Effectively lead staff through change to ensure areas of responsibility align with VincentCare strategic direction and business plan priorities.▪ Work in partnership with key stakeholders, networks and Government departments to maintain and improve services.▪ Support Hub programs and services to ensure they are integrated, and that the pathways into and between VincentCare and external programs are consistent, transparent and client directed.▪ Generate and maintain a culture of genuine, empathic, positive and professional regard with clients.▪ Actively build service provision that meets the differing cultural, social and support needs of clients.▪ Ensure 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 staff.▪ To act as the On Call Manager for designated periods
Financial Management and administration	<ul style="list-style-type: none">▪ Monitor compliance with established HEF budgets, including provision of weekly expenditure reports and the prior approval for all discretionary expenditures.• Provide monthly reports, including consolidated team data and reflect information raised through the team. Provide other reports as required or requested from time to time• Monthly & Quarterly reporting of SCR data to DHHS• Provide other reports as required or requested from time to time.
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

- Manager- Coordination and Engagement
- NCH Managers
- Community Hub Managers, Team Leaders & Senior Workers
- Partner Agencies

KEY SELECTION CRITERIA

Qualifications



- Appropriate Tertiary Qualifications in the homelessness, housing and/or the community services sector are mandatory for this position.

Experience

Essential

- Experience in and knowledge of the homelessness sector.
- Demonstrated experience of working within an Access Point
- Experience in leadership and managing staff.

Skills and Personal Attributes

- Experience in managing/coordinating a range of services, programs and staff.
- Can demonstrate excellent verbal and written communication skills as well as advanced interpersonal skills.
- A positive approach to work and a capacity to recognise and deal appropriately with challenging situations, including the ability to manage multiple tasks in a busy and demanding environment
- Knowledge of and commitment to the principles of social justice, human rights, self-determination and empowerment

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.