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| Position title: | Assisted Care and Housing Key Worker |
| Location: | Northern Metro |
| Reporting to: | Seniors Living Manager |

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

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

The CHSP Assistance with Care and Housing (ACH) worker will use a strength based approach to support older people who are living in insecure housing, homelessness or risk of homelessness. The Key Worker will be responsible for the ongoing development of VincentCare ACH program in Northern Metro and will link participants to the most appropriate range of housing and care services in order to meet the their immediate and ongoing needs.

As part of the role the ACH key worker will establish and maintain linkages with relevant support services and participate in relevant networks.

The target group for ACH program are frail, older people or prematurely aged people 50 years and over or 45 years and over for Aboriginal and Torres Strait Islander people, who are on a low income and who are homeless or at risk of homelessness as a result of experiencing housing stress or not having secure accommodation

ROLE ACCOUNTABILITIES

| Key Result Area | Key Accountabilities |
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| Core specifics | <ul style="list-style-type: none"> • Develop a comprehensive knowledge of the range of housing, care and community service providers available in local areas. • Undertake effective communication with other relevant services in the area. • Establish and maintain strong community networks with other agencies relevant to the provision of the ACH Program. |



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| | <ul style="list-style-type: none">• Conduct intake and assessment to determine a person's eligibility for the program.• Provide guided referrals to appropriate housing and/or care services.• Ensure records are accurate and up-to-date including policies, procedures, client files, databases, records and reports.• Undertake relevant community development in the Northern Metro area around the ACH program and VincentCare.• Participate in relevant training |
| Client focus | <ul style="list-style-type: none">• Employ a strength based approach to build a client resilience and self-reliance• Develop, implement and review client action plans in collaboration with the client.• Maintain appropriate service standards in all interactions with clients and other services providers including confidentiality, consent, information, quality, client dignity and cultural awareness standards.• Administer, collate and analyse measurement tools that reflect progress toward participant action plan goals• Where required provide active liaison and advocacy on behalf of clients to assist them to access existing housing and mainstream care services |
| Administrative function | <ul style="list-style-type: none">• Ensure records are accurate and up to date including policies, procedures client files on Single Client Record, databases, records and reports.• Maintenance of records of assessment, treatment and progress and discharge of clients and related statistics• Meet all DEX reporting requirements |
| Financial | <ul style="list-style-type: none">• Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives |
| 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.• 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

- Seniors Living Manager
- VincentCare Programs
- Local Government Services
- My Aged Care
- Other providers of ACH
- Northern Metro Community Services
- Northern Metro Access Points

KEY SELECTION CRITERIA

Qualifications

- Relevant tertiary qualifications, skills and experience in housing services, community services, health services and aged care

Experience - *Essential*

- Current Victorian Driver's licence and car.
- Demonstrated understanding and experience in dealing with the private, community and public health providers
- Demonstrated experience in establishing new programs and networks
- Knowledge and understanding of the Aged Quality Standards and how they relate to CHSP funded programs such as ACH
- Demonstrated sound public speaking and presentation skills

Skills and Personal Attributes

- Excellent written and verbal communication skills, including experience advocating on behalf of clients and negotiating with housing providers
- Demonstrated ability to respond professionally and effectively to competing priorities, use initiative, and work independently and in a team environment
- An understanding of the wellbeing and care issues for older people
- A proven knowledge of the local community sector
- Ability to effectively liaise and negotiate services with relevant agencies
- Demonstrated cultural competence and commitment to work respectfully with Indigenous and Culturally and Linguistically Diverse people (including clients and staff) Aboriginal Controlled Organizations., LGBTQI communities and other communities of interest
- Computer skills including Outlook, Word, Excel and database packages

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.