

Position title:	Senior Worker
Location:	South-East Metropolitan Region
Reporting to:	Manager – Olive’s Place
Direct reports:	3 x Family Violence Case Managers 1 x Engagement and Support Worker

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 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 Olive's Place team provides support and accommodation to adult and child victim-survivors who have fled their homes due to family violence. The team provide information, advocacy, intensive case management and brief intervention support to victim-survivors in crisis.

VincentCare promotes a strengths based, client centred approach within its Case Management Framework, embodied in the Homelessness Recovery Model. As the senior worker, you will provide leadership, guidance, mentoring and role modelling to all team members within the Olive's Place program.

The role will also oversee and contribute to the team's 24/7 phone based, on-call roster, as well as supporting a reduced caseload of clients.

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	<ul style="list-style-type: none">• Provide strong, credible and informed leadership• Create a collaborative and cohesive work culture to help support and maximise the performance of staff to achieve positive and sustainable outcomes for clients• Role model to staff active engagement, appropriate rapport building, inclusive practice, empathy, thorough service provision and reflective practice• Encourage, recognise and reward positive performance and behaviour and constructively address under performance• Generate and maintain a culture of genuine, empathic, positive and professional regard with clients• Responsible for inducting new team members, mentoring, reflective practice and task supervision to Case Managers, and when necessary professional students and volunteers• Provide regular supervision, mentoring and operational support to team members• Management of the program's 24/7 on-call roster and team member's case loads• Work in partnership with key stakeholders, networks and Government departments to maintain and improve services
Client Excellence	<ul style="list-style-type: none">• Work from a person-centred, strengths based approach that enshrines and respects diversity, equality, choice and client participation• Develop and maintain effective working relationships with clients to support and maintain independence and change through a case management process• Provide a consistent point of reference for the team in delivering high quality case management services, in line with the established standards and procedures• Lead the team in appropriate responses to client needs and oversee that case plans for clients are created appropriately, documented and actioned accordingly• Ensure that contact with clients is recorded timely, accurately, and in a professional manner• Work within the parameters of the vacancy management model and ensure timely turnover of refuge accommodation
Financial Management	<ul style="list-style-type: none">• Maintain transparent communication within the team• Ensure the collection and provision of all relevant internal and external data within mandated timeframes according to the associated funding body• Manage and facilitate payment of accounts receivable and where appropriate, payable• Assist with other financial responsibilities 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,



	<p>procurement etc., to meet the required compliance obligations.</p> <ul style="list-style-type: none">• 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.
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Key Contacts

- Manager – Olive's Place
- Manager – HomeConnect and Olive's Place

KEY SELECTION CRITERIA

Qualifications

- Appropriate tertiary qualification in social work (*required*).
As per the minimum mandatory qualifications requirements (Royal Commission into Family Violence (2015) Recommendation 209) <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners>) all candidates wishing to apply for this role must be able to demonstrate that they meet minimum qualification requirements or equivalency principles, i.e. candidates are required to hold a Bachelor of Social Work or other equivalent qualification; or are considered exempt under the Policy; or have a minimum of 5 years relevant professional experience; or a related qualification as per the mandatory minimum qualifications requirement; or hold significant cultural knowledge and experience, lived experience, and/or have faced barriers to educational pathways (note Mandatory Requirements).
- MARAM Comprehensive Family Violence Specialist Training (desired and preferred)

Experience - *Essential*

- Experience (minimum 2 years) in case planning, support and leadership within a family violence or community service setting
- Understands and can demonstrate partnership initiatives and deliverables and an ability to work with and alongside other programs and organisations
- Excellent verbal and written communication skills as well as advanced interpersonal skills
- Demonstrated ability to work in a fast paced, crisis environment with clients presenting with complex needs and behaviours

Qualities – *Essential*

- High level personal insight and self-reflection

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.

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.