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| <b>Position title:</b> | Specialist Case Coordinator: Tenancy                 |
| <b>Location:</b>       | Hume Community Hub                                   |
| <b>Reporting to:</b>   | Program Manager, Specialist Family Violence Services |

VincentCare Victoria 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 supports including accommodation, case management, and 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.
- Increasing our advocacy and influence to create lasting change for generations to come.

### Leadership Team Operating Principles

The VincentCare model seeks to reflect a collegial approach which means:

- ✓ Collaborate and share information within the team to support policy development, the continuity and enhancement of service delivery, and the achievement of VincentCare's 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 VincentCare's strategic objectives.

### Role Scope and Purpose

The position contributes to the work of VincentCare's highly effective Marian Community team, a 24/7 Specialist Family Violence crisis response service that provides immediate intervention and short term case management to victim survivors at risk of, 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.
- Support capacity within the Marian Community through the provision of expertise and advice, and provide a consistent point of reference for the team relevant to housing options available both within the service delivery region, intrastate and interstate.
- 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.
- 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 victim survivors 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.
- Demonstrated understanding of the issues that confront people at risk of, or who are experiencing homelessness.
- 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, Residential Tenancies Act.
- 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.
- Team Leader, Specialist Family Violence Services.

### Role Accountabilities

| Key Result Area   | Key Accountabilities   |
|-------------------|--|
| <b>Leadership</b> | <ul style="list-style-type: none"> <li>• Actively contributes to a collaborative, inclusive and safe workplace culture that upholds accountability for client excellence, financial management and compliance.</li> <li>• Operates effectively to manage competing priorities, leading by example and influencing best practice through informed and empathetic determinations in a fast-paced, crisis driven environment.</li> <li>• Actively develops and maintains effective working relationships with stakeholders and external agencies, ensuring governance of interface arrangements/service agreements are embedded in the principles of shared care and collaboration.</li> <li>• Confidently leads, facilitates and/or participates in internal and external meetings to achieve improved service continuity, best practice standards and client focused outcomes.</li> </ul> |



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|  | <ul style="list-style-type: none"><li>Promotes accessibility and disability, Aboriginal reconciliation, Rainbow Tick accreditation, diversity and inclusion.</li></ul>   |
| <b>Client Excellence</b>                       | <ul style="list-style-type: none"><li>Promotes a person-centred, strengths based operational approach that preserves and respects diversity, equality, choice and client participation.</li><li>Works within the parameters of the vacancy management model and leads timely turnover of refuge/crisis accommodation provided by the Marian Community</li><li>Practice and approaches informed by VincentCare's Homelessness Recovery Model, with an emphasis on creating opportunities and promoting recovery.</li></ul>  |
| <b>Financial Management and Administration</b> | <ul style="list-style-type: none"><li>Promotes and maintains accurate records when accessing VincentCare assets and systems, including allocations of expenses and/or client brokerage in line with position delegation, VincentCare policies and procedures, and funding obligations.</li><li>Operates according to VincentCare's delegation policy assigned to the position responsibilities.</li><li>Facilitate and coordinate maintenance, repairs and cleaning of properties, replacement of furniture and household goods in line with applied practice.</li></ul>   |
| <b>Compliance</b>                              | <ul style="list-style-type: none"><li>Comply with VincentCare values, policies, procedures and code of conduct.</li><li>Comply with legislative and statutory governance frameworks that inform workplace practices, including but not limited to: Rainbow Tick QIP Standards; the Victorian Government's Multi-Agency Risk Assessment and Management Framework (the MARAM), as well as the Family Violence Information Sharing Scheme (FVISS) Ministerial Guidelines as established by <i>Part 5A</i> of the <i>Family Violence Protection Act 2008 (Vic)</i> and the Child Information Sharing Scheme (CISS) Ministerial Guidelines as established under <i>Part 6A</i> of the <i>Child Wellbeing and Safety Act 2005 (Vic)</i>; the Victorian Housing Register; Opening Doors Framework; Residential Tenancies Act.</li><li>Notes and data are recorded in a timely and consistent manner across relevant Family Violence, Housing registers and client record systems.</li><li>Commitment to ongoing professional development as identified and/or as mandated, including participating in scheduled operational and professional supervision and reflective practice.</li><li>Participates in periodic reviews of operational practices within areas of accountability, including risk management, records management, codes of practice and funded program performance management.</li></ul> |

### Key Selection Criteria

#### Qualifications

Extensive sector experience and/or discipline (Min. Cert. IV) based on the responsibilities of this position.

#### Experience - Essential

1. Minimum 2 years' experience in working within the Community Services sector.
2. Demonstrated practices that integrate trauma informed approaches to case management and support.
3. Demonstrated understanding of professional interaction case record principles that evidence accountability and responsibility.
4. Understanding issues affecting people in crisis who may be homeless or at risk of homelessness and evidenced ability to provide and/or support holistic responses to address complex needs.
5. Comprehensive understanding of family violence, the nature, dynamics and impacts on victim survivors.
6. Evidenced ability to manage competing priorities in a fast paced, crisis driven environment.
7. Ability to demonstrate culturally sensitive practice in relation to family violence, inclusive of the needs of LGBTIQ+, Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse peoples.

### Skills and Personal Attributes

Capabilities that demonstrate:

- Ability to relate effectively and sensitively to people experiencing family violence and homelessness.
- Motivation and resilience in the face of set-backs, change and/or challenges.
- High level computer literacy and administrative skills
- Confidence to develop and maintain positive, trusting and effective working relationships with colleagues, peers, business partners and sector agencies.
- High degree of interpersonal and communication skills, both written and verbal.
- Capacity to work autonomously and manage own workload.
- Ability to contribute to team outcomes and a positive team culture.

### 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 and will be 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 Driver's Licence and Working with Children Check.

This position description is a general outline of duties, responsibilities and requirements of the role. It is not an exhaustive list and from time to time VincentCare may review and amend the position description to meet organisational needs. Employees may be required to perform other duties that are within the scope of their competencies and skills.