

POSITION DESCRIPTION

Workforce Participation Worker

OVERVIEW

Program:	Journey to Social Inclusion (J2SI)
Reports to:	Program Coordinator J2SI
Supervise:	Nil
Date of Last Review:	May 2020
Classification:	Social and Community Services Employee Level 4 Sacred Heart Mission Enterprise Agreement 2018 or subsequent Agreements
Victorian Portable Long Service Benefits Scheme	This role has been deemed eligible to participate in Scheme

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

Document Number:	HRE-FOR-005	Version:	1	Page No.	1 of 7
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	March 2019	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Operations Manager (IPS & EH)		

VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

Sacred Heart Mission (SHM) is made up of four Divisions, Client Services, People and Strategy, Business Development and Business Services. Within the Client Services Division, programs are organised across two streams of services, as per the SHM service model: Engagement Hubs and Individualised Planned Support, and Ongoing Support.

Engagement Hubs

The Engagement Hub services at Sacred Heart Central and the Women's House provide people with a safe space that is welcoming and supportive. Hub services provide access to the necessities of life: healthy food, personal hygiene, laundry facilities and primary health support through our GP Clinic.

The Hubs also facilitate access to ongoing support through the provision of information and advocacy and our case management services which include referral to specialist services (mental health and AoD) as required. For clients with a limited social support network, Engagement Hubs provide social participation and pathways out of social exclusion. The Hubs are a place to build social connections and to link with professional service providers (such as lawyers, nurses and vets) or to range of health and wellbeing practitioners through our Hands on Health Clinic.

Document Number:	HRE-FOR-005	Version:	1	Page No.	2 of 7
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	March 2019	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Operations Manager (IPS & EH)		

Individualised Planned Support

Individualised Planned Support is an outcome focused, time limited service response tailored to a client's situation. In many cases, this will involve resolving a crisis situation such as addressing immediate homelessness and improving safety and wellbeing.

Individualised Planned Support is provided through our Case Management services at Sacred Heart Central, the Women's House, Homefront (Crisis Accommodation Service) and through the Wellbeing and Activities Program. Intensive Case Management is provided through the Women, Housing and Complex Needs Program, the St. Kilda Intensive Outreach Team, the Greenlight Supportive Housing Program and the Journey to Social Inclusion Project.

Journey to Social Inclusion

J2SI is an innovative and evidenced based case management service for people experiencing long-term homelessness in Melbourne, Victoria. It differs from traditional homelessness services as it provides the time needed for people to not only access their permanent home, but also have an improved quality of life and increased community connection. Staff have the ability to work intensively with small caseloads and use a combined key worker and team approach to deliver intensive individualised support for up to 3 years to each client.

The J2SI service model delivers 5 key service elements:

- Intensive case management and service coordination
- Rapid housing access and sustaining tenancies
- Trauma informed practice
- Skills for inclusion
- Fostering independence

J2SI will also be evaluated to demonstrate the efficacy of the model and share learnings via independent research and evaluation. J2SI has now been funded for five years through the Victorian State Government's first homelessness social impact bond, providing an exciting opportunity to also test out a new and different funding model to address the issue of chronic homelessness. There are three program teams and client intakes over the five years.

PURPOSE OF THE POSITION

Under general direction of the J2SI Coordinator, the Workforce Participation Worker will work in collaboration with the J2SI Intensive Case Managers to improve economic & workforce inclusion

Document Number:	HRE-FOR-005	Version:	1	Page No.	3 of 7
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	March 2019	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Operations Manager (IPS & EH)		

outcomes for J2SI participants through employment placement, volunteering opportunities, links to training, courses and programs, and internal tailored group and individual interventions.

KEY RESPONSIBILITIES

Accountability	Major Activities
<p>Service Delivery</p>	<ul style="list-style-type: none"> ▪ Case coordination with the J2SI Intensive Case Managers to develop, action and review individual client economic participation goals as part of the support planning process. ▪ Act as key J2SI liaison person with employment services provider’s staff to maximise eligible client employment outcomes ▪ Work with the J2SI Intensive Case Managers individually and in a group to develop skills and build their own capacity to work with J2SI participants on goals related to economic participation. ▪ Identify alternative and additional employment options suitable for the client group, including volunteering, training and work experience, and social enterprise ▪ Identify, design and deliver tailored skills-based group and individual interventions that promote economic & workforce participation readiness. ▪ Provide post-employment support to clients once they have been successfully placed in partnership with existing employment services provider (as relevant) and Intensive Case Managers. ▪ Coordinate case conferences related to employment. ▪ Use an outreach model of service delivery to provide direct services to clients and engage clients (where relevant) with employment services providers. ▪ Apply the objectives and tools of the SHM Case Management Framework and the Trauma Informed Care Framework.

Document Number: HRE-FOR-005

Version: 1

Page No. 4 of 7

Document Status: Current

Pathway: T:10.0 Forms

Date created: December 2016

Prepared by: Manager People & Culture

Date Updated: March 2019

Updated by: N/A

Review Date: December 2019

Approved by: Operations Manager (IPS & EH)

	<ul style="list-style-type: none"> ▪ Ensure accurate, professional and timely maintenance of client records and data collection in accordance with relevant policies and procedures. ▪ Contribute to a work place environment, which supports peers, develops teamwork and ensures the provision of quality services for Mission clients.
Organisational Participation	<ul style="list-style-type: none"> ▪ Attend and participate in team meetings, service planning days and SHM all staff meetings. ▪ Demonstrate commitment to continuous quality improvement to enhance systems and procedures in the operations of J2SI. ▪ Contribute to the implementation of the Mission's Strategic Plan. ▪ Comply with Occupational Health and Safety policies and procedures and contribute to a safe working environment. ▪ Contribute to collaborative practice across Client Services Division. ▪ Ensure links are maintained with other Mission services and partnership agencies contributing to J2SI ▪ Support J2SI evaluation activities.
Sector Participation	<ul style="list-style-type: none"> ▪ Develop and foster positive relationships with local services and agencies. ▪ Attend relevant network meetings as agreed with Manager.
Professional Development	<ul style="list-style-type: none"> ▪ Participate in regular supervision, yearly professional development and review meetings and regularly monitor individual training and development plan with line manager. ▪ Attend regular practice reflection and contribute to a practice culture that is open, honest and reflective.
Relationship Management	<p>Foster and maintain positive relationships with:</p> <ul style="list-style-type: none"> ▪ J2SI Program Team ▪ SHM staff ▪ J2SI Service Partners ▪ Employment services providers and employers

Document Number: HRE-FOR-005

Version: 1

Page No. 5 of 7

Document Status: Current

Pathway: T:\10.0 Forms

Date created: December 2016

Prepared by: Manager People & Culture

Date Updated: March 2019

Updated by: N/A

Review Date: December 2019

Approved by: Operations Manager (IPS & EH)

	<ul style="list-style-type: none"> ▪ J2SI Evaluation Team
OH&S	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions
RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.
Case Management Framework (CMF)	All SHM staff participating in Case Management activities are responsible for integrating trauma informed practices and outcomes measurement into their case management process by working collaboratively with clients to identify and peruse positive goals that stabilise their circumstances.

MANDATORY REQUIREMENTS

- Eligibility to work in Australia
- Valid driver's license to drive in Australia
- NDIS Worker Screening Clearance
- Current COVID-19 vaccination certificate or equivalent

QUALIFICATIONS

- Appropriate degree qualification relevant to the delivery of community services e.g. Social Work, Psychology, Occupational Therapy or equivalent. Candidates with Diploma qualifications and outstanding relevant experience may be considered

Document Number:	HRE-FOR-005	Version:	1	Page No.	6 of 7
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	March 2019	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Operations Manager (IPS & EH)		

KEY SELECTION CRITERIA

Essential:

- Strong background in assisting job seekers experiencing high disadvantage to obtain sustainable employment
- Experience in liaising with a range of stakeholders including employment agencies, employers, volunteer organisations, and social enterprises (desirable)
- Ability to use a case management approach and demonstrated ability to achieve program / client outcomes
- Ability to effectively build the skills and knowledge of team members in your area of expertise
- Ability to work effectively in an outreach capacity
- Strong interpersonal skills along with a high standard of verbal and written communication including report writing
- Ability to manage time, resolve routine problems and meet deadlines with minimal supervision and direction
- Strong alignment with the values of Sacred Heart Mission

Desirable:

- Experience working within an Australian government funded employment service initiative and understanding of employment services contractual requirements
- Specialist experience in a mental health and/or drug and alcohol setting.
- Knowledge of trauma informed practice.

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

Document Number:	HRE-FOR-005	Version:	1	Page No.	7 of 7
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	March 2019	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Operations Manager (IPS & EH)		