

Position title:	Team Leader – Outreach Services
Location:	Northern Community Hub
Reporting to:	Manager – Support Services
Direct reports:	8 staff (6.7 EFT)

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. 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.
5. Driving financial sustainability through careful financial modelling, key metrics and controls, and long term financial planning.

ROLE SCOPE AND PURPOSE

The position of Team Leader – Outreach Support Services oversees the day-to-day management and functioning of services that support adults and families who are homeless or at risk of homelessness, and/or those requiring linking with other services across the local government areas of Hume & Moreland. Team Leader Outreach Support Services includes support, guidance and supervision of the team regarding client practice, staff development and coaching, overseeing the timely completion of operational reporting, auditing, finance and risk management. The role is also required to manage and participate in an On-Call roster to respond to out of hours incidents.

VincentCare's Northern Community Hub delivers a diverse range of integrated programs and services, including those that provide early intervention and complex case management. The Team Leader Outreach Support Services oversees the following programs;

- Access and Support
- Crisis Support Services
- Accommodation Options for Families
- Commonwealth Home Support Program: Social Work

The Team Leader Outreach Support Services is a dynamic role that provides education and advocacy to the Hume and Moreland regions through networking and education to external services. The role works collaboratively with internal teams including; Initial Assessment and Planning, Tenancy and Property Management, HomeConnect and Young Adults Support 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	<ul style="list-style-type: none">• Under direction of the Manager, be responsible for recruitment, induction, mentoring, development and supervision, including provision of supervision to case managers, professional students and volunteers.• Under direction of the Manager, identify, create and implement service reviews, needs analyses, risk assessments, and change management processes• Develop and maintain effective working relationships with staff to support the provision of best practice to clients• Role model to staff active engagement, appropriate rapport building, non-invasive practice, empathy, and reflective practice• Develop and support team skills and dynamics regarding boundaries, self-care, resilience, professional development and positive morale• Provide direct service delivery including mediation and advocacy, intake and assessment, complaint response and managing challenging behaviours when required• Foster genuine collaboration, participation and decision making• Provide fair, regular and professional direction, feedback, appraisal and performance management when necessary.• Facilitate defusing and debriefing as required in line with VincentCare's Critical Incident Stress Management model
Financial Management	<ul style="list-style-type: none">• Maintain transparent communication with the team and within the framework of line management reporting requirements including providing timely updates as issues arise, providing accurate and relevant information, internal documents and reports as required• Ensure the collection and provision of all relevant internal and external data within mandated timeframes and according to funding body stipulations• Ensure the team and management are made immediately aware of any serious incidents and complete relevant documentation according to policy and procedure• Adhere to the financial reporting processes of the organisation and liaise with relevant parties regarding expenditure• Manage and facilitate payment of accounts receivable and where appropriate, payable• Review monthly Profit and Loss statements in conjunction with the Manager



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.
Client Excellence	<ul style="list-style-type: none">• Provide a central and consistent point of reference for the team in delivering high quality case management services, in line with established standards and procedures.• Support team members to provide a comprehensive service to persons experiencing, or at risk of, homelessness.• Work with team members to enable access to quality options for clients of the service.• Lead the team in creative and durable responses to client needs and oversee that plans for clients are appropriately made, documented and actioned.• Ensure that all client contacts are documented in a timely and professional manner.• Oversee the allocation of caseloads.
Liaison and Networking	<ul style="list-style-type: none">• Work in conjunction with other VincentCare services, staff and managers• Attend and contribute to staff meetings, network forums and community programs• Maintain effective working relationships with other key stakeholders within VincentCare and the broader sector• Identify, liaise and actively promote the Outreach Services programs within VincentCare and other community services for the development and maintenance of on-going partnerships, information sharing (within legislation) and the establishment of links for incoming and outgoing referrals• In consultation with the Manager, undertake liaison and networking activities with agencies in the catchment area.• Establish and maintain a thorough knowledge of local community agencies and relevant resources and ensure that this knowledge is shared and utilised within the team.



Service Evaluation and Development	<ul style="list-style-type: none">• Participate in the ongoing evaluation of policy, procedure and service delivery, including monitoring of outcomes.• Participate in the organisational Accreditation process and actively support the work of the Continuous Quality Improvement Network.• Undertake relevant professional development programs and maintain an appropriate working understanding of relevant policies and regulations.• Enable the staff team to achieve and maintain high level data integrity in their work.• In consultation with the Manager, manage and facilitate existing partnership arrangements with external agencies and identify opportunities for the establishment of new partnerships• Fulfil all administrative tasks related to the position and as required undertake additional duties as directed.
General	<ul style="list-style-type: none">• Supporting an environment of wellbeing and psychological safety.• Adhere to accreditation standards including OH&S, Duty of Care and organisational procedures and policies• Ensure any legal documents and other documents of significance have the approval of the Manager• Ensure the maintenance and professional standard of organisational record keeping, case notes, files, submissions (including Office of Housing applications), budgetary requirements and other systems associated with the service• Generate, organise and/or lodge rosters, timesheets, petty cash• To participate in a range of organisational meetings and other formal and informal meeting structures• Participate in regular Supervision and Annual Appraisals with the Manager• Participate in regular On Call after hours roster and provide back up to other staff as needed.• Consistently work to the highest ethical level, and within privacy and duty of care frameworks & legislation• To uphold and model for staff the vision and values of the organisation and VincentCare Victoria.

Key Contacts

- Manager – Support Services
- Hub Manager – Northern Community Hub
- Northern Community Hub Leadership Team

KEY SELECTION CRITERIA

Qualifications

- Degree in Social Work, Community Services, or relevant Degree

Experience - *Essential*

- Experience working in the community services sector

- Experience in leadership and management including the provision of operational supervision

Skills and Personal Attributes

Knowledge of Homelessness and Housing

- Experience in and knowledge of the homelessness sector and strong demonstrated understanding of case management and its' applicability to the service setting.
- Commitment to the principles of social justice.

Management Wellbeing

- Demonstrated ability to practice self-care, including reflective practice, health, resilience and motivation in a complex and challenging work environment.

Relationship Building and Interpersonal Communication

- Ability to develop and maintain constructive, empathetic, supportive and respectful working relationships with staff and clients and maintain strict professional boundaries.
- Ability to actively identify, liaise and promote VincentCare within the sector and community.

Leadership Skills

- Demonstrated ability to lead productive and effective teams. Ability to report issues to management as required.
- Ability to work collaboratively within a team and contribute to consistent, yet innovative work practises.

Communication skills

- High degree of emotional intelligence and well-developed interpersonal skills.

Management Accountability

- 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.
- Administration skills including data collection, work within agreed budget, maintain reporting systems and adhere to funding body stipulations..

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.