

<b>Position title:</b>	LGBTQIA+ Initial Assessment and Planning Worker
<b>Location:</b>	Northern Community Hub
<b>Reporting to:</b>	Program Coordinator – Pride in Place

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.

**First Nations People, LGBTQIA+ people, people with disability, people of colour, public housing residents or people with a lived experience of homelessness are encouraged to apply.**



### 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.

### Pride in Place Consortium overview

Pride in Place provides comprehensive, safe and inclusive recovery pathways for LGBTQIA+ people who are experiencing homelessness. Pride in Place identifies and intervenes early to direct LGBTQIA+ people who are at risk of homelessness towards a pathway and place of safety. Pride in Place consortium partners include Drummond Street Services Queerspace, VincentCare Victoria, Uniting, and Family Access Network (FAN). Our services include Initial Assessment and Planning, Case Management and Coordination, referral to wide ranging internal and external services, Peer Navigation and Service Navigation to connect LGBTQIA+ people with the services they need, when they need them.

Client agency and choice is at the centre of Pride in Place, with a deliberate focus on meeting our clients at their 'place' (wherever they feel safe and secure) and providing a flexible, whole of person and outcomes-based response. We will adopt a three-phased approach to create guided pathways from crisis and trauma through to sustainable recovery.

Pride in Place is a pilot project, funded until June 2024 and services LGBTQIA+ people in the Hume Moreland, Inner Western Metro, Outer Eastern Metro and Central Highlands Regions.

### Pride in Place Values

- Trust: We are committed to open communication underpinned by trust, collaboration, compassion and integrity.
- Bold and courageous: We embrace creativity, innovation, and curiosity in our commitment to best practice.
- Respect: We accord respect by working collaboratively and transparently, and by demonstrating integrity and authenticity. We seek to be humble learners and leaders, acknowledging that our service users are the experts in their own lives.



- **Safety:** We seek to create a culture and environment of safety by placing a premium on openness and inclusivity, by always working from a trauma-informed lens and by communicating transparently.
- **Person-centred:** We work to ensure clients lead the way in their journey to safe and affirming lives through curiosity, trauma informed practice, and client self-determination. We implement this through community consultation, co-design, and co-production processes.

### Pride in Place Vision

#### *Commitment to Safety and Competency:*

- We are committed to and investing in the ongoing development of evidence-based practice to ensure LGBTQIA+ safety and competency.
- We evidence our work to strengthen competency, respect, and inclusion through ongoing participation in evidence-based inclusion metrics such as Rainbow Tick accreditation and the Health+Wellbeing Equality Index.
- We provide ongoing competency training and learning for all employees
- We embed the lived experience expertise of LGBTQIA+ communities in the development and delivery of Pride in Place - including diversity across the L, G, B, T, Q, I, A and + communities; First Nations people; multicultural, multi-faith and those living with disability.
- We use a consensus-based decision-making model in our governance processes to ensure a diversity of views are heard.
- We advocate for positive change to strengthen access, inclusion, and equity for LGBTQIA+ people.
- We ensure every facet of Pride in Place is whole self-affirming and fosters pride in self.

#### *Commitment to Removing Barriers to Access:*

- We facilitate equitable access for clients enabling entry anywhere along the continuum of care, ensuring incorporation of support for clients who do not access the service via routine IAP processes.
- We ensure service delivery is client focused, that clients are met in their 'place' recognising that place is about home (not housing) and occurs wherever clients belong, feel safe, nurtured, and connected.
- We actively increase connections to and with the existing service system - playing to our strengths, filling gaps.

#### *Commitment to Shared Values & Collaboration:*

- We act ethically, with appropriate transparency and accountability to achieve our shared value of enabling LGBTQIA+ people to flourish without barriers in accordance with the identified outcomes of Pride in Place.
- We use LGBTQIA+ inclusive data collection systems to collect, document, investigate and evaluate to build deeper understanding of the specific needs of all LGBTQIA+ cohorts and an evidence base to inform best practice.

## **ROLE SCOPE AND PURPOSE**



**Pride in Place – LGBTQIA+ Initial Assessment and Planning Workers** will be responsible for providing crisis accommodation, housing information and support to individuals, couples, and families from the LGBTQIA+ community, who are homeless or at risk of homelessness. Workers are required to complete assessments for people of a range of ages, support needs and life experience, provide information to assist clients to respond to their circumstances and assist clients to refer to other support services within and external to the Pride in Place partner organisations.

The Initial Assessment and Planning Worker role is integral within the wider homelessness service system and often acts as the first point of contact for most people seeking assistance. As a result, they are required to have highly developed communication and interpersonal skills especially when working with people who are experiencing trauma and housing crisis. In addition, the role demands an ability to be innovative in providing a tailored response to individual clients while working within the existing homelessness service system.

The Pride in Place – LGBTQIA+ Initial Assessment and Planning Workers expands upon this framework by working with LGBTQIA+ people experiencing homelessness or housing stress 'where they are at'. This includes meeting people in the community in an outreach capacity, where they are currently residing or in the office environment of a trusted community organisation.

This role is ideally suited to those who are energised by working from a solutions-focused approach – working both autonomously and as part of a team.

### ROLE ACCOUNTABILITIES

Key Result Area	Key Accountabilities
Core specifics	<ul style="list-style-type: none"><li>• Undertaking assessments with LGBTQIA+ clients that focus on their experiences, identified strengths and risks, as well as personal aspirations.</li><li>• The provision of information on a range of relevant topics including housing options, tenancy legislation, and allied service systems.</li><li>• Advocating on behalf of clients especially in relation to working with real estate agents and housing providers.</li><li>• Arranging crisis accommodation for clients using resources such as Housing Establishment Funds and Private Rental Brokerage.</li><li>• Completing referrals to, and assisting clients to navigate a range of services/service gateways.</li><li>• Providing an "active holding" response to clients who are prioritised for support vacancies.</li><li>• Liaise with staff of VincentCare Victoria, Drummond Street Queerspace, Uniting, FAN, community agencies and government on matters arising from individual client work as identified and those as directed by the Program Coordinator and Principal Practitioner.</li><li>• Liaise with Service Navigator to ensure consistency of referrals and support.</li><li>• Establish and maintain a thorough knowledge of local community agencies, including eligibility and referral requirements and other relevant resources.</li><li>• Maintain comprehensive knowledge of housing providers aligned with the LGBTQIA+ community as well as other housing providers.</li><li>• Other duties as required.</li></ul>
Client focus	<ul style="list-style-type: none"><li>• Work from a person centred, strengths-based approach that enshrines and respects diversity, equality, choice and client participation.</li><li>• Incorporate assertive engagement and rapport building with clients. Create transferable relationships; promote independence and sustainable pathways out of homelessness.</li><li>• Promote therapeutic interventions, engagement with health and other treatment services and social inclusion activities.</li></ul>



	<ul style="list-style-type: none"><li>• Incorporate the importance of professional ethics and an ability to adhere to employee/client boundaries.</li><li>• Manage critical incidents, challenging behaviour and act upon immediate risk of danger to self and others as per Pride in Place procedures.</li><li>• Develop and maintain effective working relationships with clients to support and maintain change through a case management process.</li><li>• Regularly liaise with clients to obtain feedback.</li></ul>
<b>Administrative function</b>	<ul style="list-style-type: none"><li>• Enter all client information into the Single Client Record database and use as the primary mechanism to maintain client records.</li><li>• Timely and accurate completion of client file notes and other documentation in line with relevant legislation and policy and procedure</li><li>• Strict adherence to relevant privacy legislation.</li><li>• Ensure that all incidents are recorded into the relevant reporting tool.</li><li>• Ensure any legal documents and other documents of significance have been sighted by and have the approval of the Manager.</li><li>• Maintain and lead a high standard of record keeping in regard to case notes, assessments, case plans, data collection, budgetary requirements, risk reporting, and other information systems associated with Pride in Place.</li><li>• Fulfil data reporting requirements to funding providers</li><li>• Maintain transparent communication throughout 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.</li><li>• Fulfil other related administrative tasks to the highest quality as required &amp; directed.</li></ul>
<b>Compliance</b>	<ul style="list-style-type: none"><li>• Ensure all work undertaken within areas of accountability complies with Pride in Place organisational values, policies, procedures, codes of conduct and legislative/regulatory requirements and recognised accreditation standards.</li><li>• Ensure awareness of the policy, legislative and other relevant compliance obligations from day one of a working relationship with Pride in Place.</li><li>• Undertake appropriate training to support understanding of, and compliance with, key policies including work health and safety, equal opportunities, privacy, procurement etc., to meet the required compliance obligations.</li><li>• Ensure working within appropriate risk management and OH&amp;S procedures and operating practices are embedded within services and accommodation provision to safeguard employee, resident and visitor health, safety and well-being.</li><li>• 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.</li><li>• Operate in accordance with the organisational schedule of delegated authorities.</li></ul>

### Key Contacts

- Project Coordinator – Pride in Place
- Principal Practitioner – Pride in Place

### KEY SELECTION CRITERIA



### Qualifications

- A relevant vocational or tertiary qualification (For example Diploma or Bachelor Degree), or equivalent professional experience in a related field (required)
- Further qualifications in another discipline or specialist area (For example Graduate Diploma) (preferred)
- Full Victorian Driver's Licence.

### Experience - Essential

#### *Knowledge of homelessness*

- Experience in working with and supporting LGBTQIA+ people who are experiencing homelessness and presenting with multiple needs, including alcohol and other drugs, mental and/or physical illness, psychosocial, behavioural issues.
- Demonstrated understanding of, and an ability to provide high level assessments, case planning and support response to people experiencing homelessness.
- Demonstrated experience in and capacity to deliver comprehensive case management practice, including navigating service systems with and for LGBTQIA+ clients.
- A broad understanding of relevant primary and allied health services, alcohol and other drug treatment services, mental health services, employment, education and training options, LGBTQIA+ and mainstream support services, and affordable housing available to clients.

#### *Relationship building*

- Demonstrated ability to effectively build, engage and maintain professional working relationships with people experiencing homelessness from the LGBTQIA+ community.
- Demonstrated commitment to social justice which drives persistence and an unconditional positive regard.
- Experience in liaising with other community service organisations for the development of on-going relationships and referral protocols beneficial to client support.

### Skills and Personal Attributes

- **The incumbent must be a member of the LGBTQIA+ community.**
- A values-based and client focused approach to service delivery informed by a demonstrated commitment to social justice issues.
- Knowledge and understanding of trauma informed, strengths based and person-centred care.
- Highly developed communication and relationship management skills, the ability to lead team practice, and maintain collaborative working relationships with a broad range of stakeholders.
- Demonstrated ability to build rapport and trust with people who have experienced trauma, discrimination and distrust of services.
- Recognises the importance of data collection in assisting program evaluations, research, and evidenced based decision making.
- Demonstrated ability to work independently and as a member of a team, taking direction when required.
- Evidenced administrative accuracy and detail, including timely data entry.

### Salary and benefits

Salary will be paid as per the Social Community Housing & Disability Services (SCHADS) Award 2010 Level 4, Pay Point determined according to experience and qualifications with additional employee benefits.

### Mandatory requirements

**The successful candidate must be a member of the LGBTQIA+ community.**

Drummond Street, VincentCare, Uniting and FAN are child safe organisations and are committed in everyday practice to ensuring the safety and wellbeing of all children, at all times. As child safe organisations, all appointments are subject to satisfactory completion of a police check, Working with Children Check, character/performance reference checks and NDIS Working Screening Checks (where relevant). 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.