



POSITION DESCRIPTION

Position title:	Private Rental Brokerage Worker
Location:	Northern Community Hub
Reporting to:	Senior Worker: Youth Justice and Support 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 Victoria'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

Our Motto

People, Place... Purpose

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 young adults outreach support 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 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, 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.

ROLE SCOPE AND PURPOSE

The Private Rental Brokerage position aims to assist young people from the Northern and Western Regions who are homeless or at risk of homelessness to secure and sustain long-term housing in the private rental market. This will be achieved through the provision of flexible financial brokerage packages to complement existing related forms of assistance and support.

The Program will also provide an additional resource to the Young Adult Support Services by holding a small caseload, providing a support and accommodation role to homeless young people aged between 17 to 25 years. In this role, the Private Rental Brokerage Worker aims to assist young people in securing and maintaining affordable housing by addressing unmet needs through an assertive outreach case management process.

The Private Rental Brokerage Worker is employed for their experience supporting young people who are experiencing homelessness and presenting with multiple needs, including alcohol and other drugs, mental and/or physical illness, psychosocial, behavioural issues. The Private Rental Brokerage Worker will also demonstrate experience and/or competency in managing an annual budget and expenditure.

ROLE ACCOUNTABILITIES

Key Result Area	Key Accountabilities
Service delivery in brokerage	<ul style="list-style-type: none"> ▪ Plan and develop the operational guidelines for the successful management and delivery of the Private Rental Brokerage Program. ▪ Develop promotional material and actively promote the Program to key Youth



coordination	<p>Service's throughout the Region.</p> <ul style="list-style-type: none">▪ Assess appropriateness of applications that optimises young people's ability to sustain a private rental tenancy.▪ Processing of all referrals and dispersing the brokerage funds to the successful case management service in a timely manner.▪ Ensure that the Private Rental Brokerage Program achieves targets as stipulated by the funding bodies.▪ Regular follow up with successful case management services to track package outcomes.▪ The provision of secondary consultation in regards to accessing the private rental market.▪ To develop and deliver workshops to assist young people in accessing private rental.▪ Provision of training tools to up skill the Youth Homelessness sector in the Region in regards to accessing the PRB as well as the local private rental markets.
Accountability	<ul style="list-style-type: none">▪ Responsibility for the efficient, responsive and professional delivery of services to the target group; while embracing compassion for the clients.▪ In addition to participating in assessments, case planning, case management and linkages, the worker will be required to attend supervision meetings, regular staff and team meetings, and local area network meetings.
Client services	<ul style="list-style-type: none">▪ In close consultation with clients identify unmet needs and appropriate responses required.▪ Demonstrate Excellence in monitoring the needs of people being assisted – reflecting and reviewing on an ongoing basis.▪ In consultation with the client determine appropriate case plans, undertake referrals to other services, monitor the progress of these referrals▪ Demonstrate Courage and advocate on behalf of clients to maximise their access to mainstream and specialist services to meet their needs, and to advise people of the resources available within their communities.▪ Work towards the achievement of the maximum level of self-reliance, dignity and independence for each person assisted.▪ Active participation in regular case meetings.▪ Manage caseload as per Case Management Practice Guidelines.
Community liaison and networking	<ul style="list-style-type: none">▪ Maintain a broad and current knowledge of resources available that can be accessed to meet client needs.▪ Adhere to agreed work practice protocols between other services and agencies.▪ Demonstrate Leadership in identifying key services in which the development of formal work practice protocols that would enhance access to services for clients.▪ Maximise on the development and maintenance of positive and productive working relationships with the managers/proprietors of accommodation facilities targeted by the team.▪ Provide all assistance and appropriate information to services regarding referral of people between services.▪ Attend meetings to represent and promote the service at local and regional level as directed.



Policy, planning and community development	<ul style="list-style-type: none">▪ Through direct service provision to identify areas of common need and possible responses.▪ Assist in the regular reviews of operations and ongoing development of the service.▪ Undertake implementation of improvements/changes in operations as directed by management.▪ Maintain a broad understanding of governmental policies which have direct impact on people living in low cost accommodation, and to assist in the development of responses as directed by management.▪ To participate in forums contributing to the broader development of policies/practices relevant to meeting the needs of people who are homeless or at risk of homelessness.
Reporting and administration	<ul style="list-style-type: none">▪ To maintain appropriate case management based recording systems including case files, case notes, data collection, task lists and any other systems associated with relevant procedures.▪ To maintain filing systems as required for optimum operations.▪ To assist management in the preparation of reports as directed.▪ To submit for approval of management all formal outgoing correspondence.▪ To adhere to the financial recording practices of the organisation.

Key Contacts

- Senior Worker: Youth Justice and Support Services
- Manager – Support Services
- Northern Community Hub Manager

KEY SELECTION CRITERIA

Qualifications- essential

- A relevant tertiary qualification in Criminal Justice, Criminology, Social Work, Youth Work, Community Services, Psychology

Skills and Personal Attributes

- Demonstrated excellent verbal and written communication skills including: computer literacy, budget management and data collection.
- Experience in liaising with other community service organisations for the development of on-going relationships and work practice protocols beneficial to client support
- Experience in working with young people with multiple and complex needs, including those young people with mental health issues as well as demonstrated understanding of, and an ability to implement, case management principles in working with homeless young people
- **Full Victorian motor vehicle licence**

Mandatory requirements



All appointments within VincentCare Victoria 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.