



## POSITION DESCRIPTION

<b>Position title:</b>	Intake Worker
<b>Location:</b>	Northern Community Hub
<b>Reporting to:</b>	Team Leader – Engagement
<b>Hours:</b>	Full Time, Ongoing – 76 hours per fortnight

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.

### Diversity and Inclusion

VincentCare is committed to demonstrating the principles of self-determination, reconciliation, intersectional inclusion, equity, and social justice. This means that we will resolutely:

- Seek to understand that what people think as a society about all the parts of a person's identity can negatively impact their life and ability to access appropriate services.
- Take specific steps to ensure that all staff, volunteers and clients feel valued, and are treated with dignity and respect.
- Celebrate people's diverse physical and cognitive abilities, mental or cognitive health status, cultural background and ethnicity, gender identity, sex characteristic, sexual orientation, age, faith or non-faith.
- Critically review our work to identify disadvantages and we actively seek to place the voices and expertise of marginalised people at the centre of our actions when improving our inclusion strategies.
- Lead by example in how we challenge disadvantage and contribute to a more equitable world which is free from discrimination and marginalisation.



### 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.

**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.

## ROLE SCOPE AND PURPOSE

VincentCare's Access Point, situated within the Northern Community Hub, features a drop-in space where people experiencing, or at risk of homelessness can seek support.

This role sits within the Initial Assessment and Planning (IAP) team, who are responsible for triaging, providing information to, and supporting people to receive services through the Homelessness Service System.

This position is integral to the functioning and coordination of the Northern Community Hub as a whole. It is located both physically and functionally as the first step of engagement with clients, visitors, volunteers, exterior agencies and contractors to 175 Glenroy Road and the Access Point.

Providing a warm and welcoming face to all who access the service is pivotal to this role, and the Intake worker is required to have advanced communication and interpersonal skills especially when working with people experiencing trauma and housing crisis.

Furthermore, the position is responsible for maintaining the reception space to ensure it remains an inviting and safe environment.

Given the volume of both clients accessing, and the services provided by the Access Point, it is a very fast paced and highly valued position.

## ROLE ACCOUNTABILITIES

Key Result Area	Key Accountabilities
<b>Core specifics</b>	<ul style="list-style-type: none"> <li>▪ Have a thorough understanding of the causes and effects of homelessness</li> <li>▪ Greeting and triaging all clients, visiting services, staff, volunteers and other stakeholders in the Reception area, and follow up communication with the site as required</li> <li>▪ Answer the phone in a friendly and polite manner, transfer calls and pass on messages as required</li> <li>▪ Provide general information about housing and answer a range of enquiries regarding resources available to people experiencing housing distress or homelessness</li> <li>▪ An ability to quickly assess and triage people making contact over the phone, by drop-in, or other referral pathways as per the Opening Doors Framework to determine need and suitability for the Homelessness Service System</li> <li>▪ Being able to undertake crisis interventions where required including arranging crisis accommodation and providing financial assistance in line with agreed budgets and guidelines</li> <li>▪ Advocacy with accommodation and support providers</li> <li>▪ Manage challenging behaviours where appropriate and act upon immediate risk of danger to self or others, following relevant protocol</li> <li>▪ Create a welcoming environment, including general maintenance of the reception area and maintaining supplies such as brochures and pamphlets</li> <li>▪ Manage appointments for Initial Assessment and Planning (IAP) workers and upkeep booking sheets for co-located Outpost workers</li> <li>▪ Establish and maintain a thorough knowledge of local community agencies,</li> </ul>



	<p>including eligibility and referral requirements and other relevant resources</p> <ul style="list-style-type: none"><li>▪ Adhere to organisational protocols and policy</li><li>▪ Attend and contribute to staff and team meetings</li><li>▪ Actively engage with and utilise line management support and processes including regular appraisal, training, supervision and professional development opportunities</li><li>▪ Mentor and orientate other team members and volunteers as required</li><li>▪ Positively represent VincentCare within the sector and broader community</li><li>▪ Recording client information in VincentCare's Single Client Record database in a timely and accurate manner</li><li>▪ Supporting the wider Initial Assessment &amp; Planning team's activities in times of high demand</li><li>▪ Other duties as required</li></ul>
<b>Client Centred</b>	<ul style="list-style-type: none"><li>▪ Work from a person-centred, strengths-based and trauma informed approach that enshrines and respects diversity, equality, choice and client participation</li><li>▪ Advanced communication and interpersonal skills especially when working with people who have experienced trauma or discrimination, or who are experiencing homeless</li><li>▪ Ability to build rapport with clients and to tailor approach to produce positive results</li><li>▪ Ability to recognise when client behaviour is escalating and able to use skills to deescalate or resolve challenging behaviour</li><li>▪ Knowledge of the importance of professional ethics and an ability to adhere to professional employee/client boundaries</li><li>▪ Ensure privacy requirements are followed at all times</li></ul>
<b>Administrative function</b>	<ul style="list-style-type: none"><li>▪ Enter all client information into the VincentCare Single Client Record database and use as the primary mechanism to maintain client records</li><li>▪ Timely, accurate and professional client file notes completed in line with relevant legislation</li><li>▪ Strict adherence to relevant privacy legislation</li><li>▪ Ensure that all critical incidents are recorded into the Safety Culture Incident Reporting Tool</li><li>▪ Use Housing Establishment Funds (HEF) and Emergency Relief (ER) funds in line with VincentCare policies and procedures</li><li>▪ Ensure all financial paperwork is completed accurately and uploaded to VincentCare's Single Client Record database</li><li>▪ Ability to manage multiple tasks in a busy and demanding environment</li></ul>
<b>Compliance</b>	<ul style="list-style-type: none"><li>▪ Ensure all work undertaken complies with VincentCare values, policies, procedures, codes of conduct and legislative/regulatory requirements and recognised accreditation standards, including Rainbow Tick Accreditation</li><li>▪ Ensure awareness of the policy, legislative and other relevant compliance obligations from day one of a working relationship with VincentCare.</li><li>▪ Undertake appropriate training to support understanding of, and compliance with, key VCV policies including work health and safety, equal opportunities,</li></ul>



	<p>privacy, procurement etc., to meet the required compliance obligations.</p> <ul style="list-style-type: none"><li>▪ Ensure working within appropriate risk management and OH&amp;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.</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 VincentCare's schedule of delegated authorities.</li></ul>
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#### Key Contacts

- Team Leader- Engagement
- Senior Worker – IAP & Prioritisation Worker
- Manager – Engagement and Coordination
- Northern Community Hub Manager

#### KEY SELECTION CRITERIA

##### Qualifications - Essential

- Relevant tertiary qualifications and/or experience in delivering high-quality services to people experiencing homelessness (required)

##### Experience - Essential

- Experience managing a busy reception area
- Have an understanding of the causes and effects of homelessness, and the impacts, challenges and wider issues surrounding homelessness
- Demonstrated knowledge of the homelessness sector, including housing options and relevant programs, policies and issues including the government, community and private sectors (knowledge of the Opening Doors Framework an advantage).
- Strong administrative skills including timely completion of client notes, an understanding of the importance of data collection and high degree of computer literacy

##### Skills and Personal Attributes

- Excellent time management and organisational skills including capacity to be agile and flexible, multitask, plan and prioritise in a busy environment
- Demonstrated ability to build rapport and trust with people who have experienced trauma, discrimination and distrust of services
- Demonstrated ability to generate innovative and client-focused service responses with limited resources, while working from a person-centred, strengths-based approach
- An enthusiastic and dynamic working style that is characterised by an ability to work autonomously as well as collaboratively within a team
- A personal commitment to ongoing learning and development as well as an ability to be self-reflective

#### 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.



VincentCare  
Victoria