

## POSITION DESCRIPTION

<b>Position title</b>	<b>Initial Assessment and Planning Worker (LGBTQIA+) – Pride in Place</b>
<b>Award</b>	<b>L4 Social, Community, Home Care and Disability Services (SCHADS)</b>
<b>Location</b>	<b>Inner Melbourne Community Hub</b>
<b>Reporting to</b>	<b>Manager – Inclusive Support and Recovery Services</b>

### ORGANISATIONAL ENVIRONMENT

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's primary focus is to:

- provide quality services for people at risk of or experiencing homelessness, people with all abilities including those struggling with complex needs including substance abuse and mental health issues
- advocate for vulnerable and disadvantaged people, respecting their dignity and rights and providing support and encouragement to 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** - *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.

Grounded in the principles of social justice, we are committed to treating every individual with dignity and respect, regardless of cultural background, ability, ethnicity, gender identity, sexual orientation, or religion. We celebrate diversity, value differences, and employ passionate, skilled, and dedicated staff who drive our programs and services.

### HUBS

VincentCare services are provided through Hubs, with each Hub providing a range of supports and services including accommodation, case management, outreach.

- **Inner Melbourne Community Hub:** Provides crisis accommodation and support services, including health programs, drug and alcohol case management, emergency relief and services for rough sleepers.
- **Northern Community Hub:** Provides a homelessness access point, metro family violence services, emergency relief and brokerage programs, Functional Zero, outreach and case management.
- **Hume Community Hub:** Provides specialist family violence services including refuge and crisis accommodation, after hours crisis support, case management, Flexible Support Packages as well as a Financial Counselling and Capability program providing emergency relief, financial counselling and community education.

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## 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 care for the most disadvantaged.

*Strategic Directions 2018-23*, builds our strengths and opportunities with a focus on five key outcome areas:

- Improving our client-centred focus to everything we do.
- Growing partnerships, infrastructure, community engagement and funding.
- Innovating our services, our workplaces and our organisation to be more agile and more responsive.
- Cementing our place-based services and work toward an asset-based community development approach.
- Increasing our advocacy and influence to create lasting change for generations to come.

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## ROLE SCOPE AND PURPOSE

Under minimal direction and guidance with regard to work priorities, you will be required to undertake complex operational work as well as undertake planning and co-ordination of activities within a clearly defined area of the organisation.

You will apply specialised knowledge, skills and professional judgement when performing core work functions relevant to the Pride in Place LGBTQIA+ Initial Assessment and Planning Worker.

The LGBTQIA+ Initial Assessment and Planning Worker provides crisis accommodation support, housing information, and referral assistance to individuals, couples, and families from the LGBTQIA+ community who are experiencing or at risk of homelessness.

Working across a diverse client group with varying support needs and life experiences, the role involves conducting comprehensive assessments, delivering tailored information, and facilitating referrals to appropriate internal and external services – including those within Pride in Place partner organisations.

This role is a critical point of entry into the homelessness service system and is often the first contact for clients. As such, it requires highly developed communication and interpersonal skills, particularly when supporting people experiencing trauma or housing crises. Workers must be able to respond flexibly and sensitively, providing person-centred and innovative responses within the constraints of the homelessness service system.

Pride in Place workers extend this service model by meeting LGBTQIA+ clients where they feel safest – whether in outreach settings, their current accommodation, or trusted community service environments.

This position is well-suited to individuals who thrive in a solutions-focused, client-centred role, and who can work both independently and collaboratively as part of a team.

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## 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 VincentCare's strategic objectives.
- Engage with all relevant stakeholders to inform our business planning and decision-making processes.
- Are transparent in our decision-making processes.
- Are committed to implementing the decisions made by the team in support of VincentCare's strategic objectives.

## 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> <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> <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> </ul>
<b>Collaborative Practice</b>	<ul style="list-style-type: none"> <li>• Fosters a collaborative, inclusive, and safe workplace while promoting diversity, inclusion, and accessibility.</li> <li>• Ensures quality client service delivery, compliance with standards, and supports best practices in fast-paced, crisis-driven environments.</li> <li>• Supports strong relationships with internal and external stakeholders to advance shared goals, project initiatives, and effective governance.</li> </ul>
<b>Strategic directions</b>	<ul style="list-style-type: none"> <li>• An awareness of the organisation's Strategic Plan objectives.</li> <li>• Continuously seeks to improve service quality by supporting VincentCare to identify, create and implement program reviews, needs analysis, risk assessments and change management practices.</li> <li>• Collaborates across VincentCare to advance shared goals, project initiatives and partnerships.</li> </ul>
<b>Profile in the community</b>	<ul style="list-style-type: none"> <li>• Recognises the importance of consulting and collaborating with community and industry sectors.</li> <li>• Supports and maintains relationships with stakeholders to achieve positive</li> </ul>

	<p>outcomes and support service improvement.</p> <ul style="list-style-type: none"> <li>• Develops and maintains productive working relationship with stakeholders to promote the good works and positive profile of VincentCare.</li> </ul>
<b>Service development</b>	<ul style="list-style-type: none"> <li>• Provides sound and accurate advice and information to stakeholders on program priorities and issues that contribute to and/or inform evidence-based decision making.</li> <li>• Contributes to regular program reviews to ensure they meet client and organisational needs.</li> <li>• Supports the development and implementation of appropriate processes for gaining feedback from clients.</li> <li>• Identifies emerging trends and issues and contributes to the development and review of procedures and guidelines.</li> </ul>
<b>Accountability</b>	<ul style="list-style-type: none"> <li>• Maintains accurate data records to support performance reporting and funding compliance.</li> <li>• Contributes to governance, risk management, and reporting frameworks to track program milestones.</li> <li>• Commits to professional development and ensures transparent communication on emerging issues.</li> </ul>
<b>Policy and procedures</b>	<ul style="list-style-type: none"> <li>• Ensures personal and others' safety, complying with work health and safety policies.</li> <li>• Contributes to the development and review of service standards, policies, and procedures.</li> <li>• Stays informed on relevant legislation and responds appropriately to client concerns and risks.</li> </ul>
<b>Approach</b>	<ul style="list-style-type: none"> <li>• High level commitment to VincentCare's purpose and values.</li> <li>• Empathetic consideration and understanding of the impacts of disadvantage when clients seek help and support.</li> <li>• Respects everyone's right to privacy and dignity.</li> <li>• Commitment to delivering services in line with VincentCare's Recovery Model</li> <li>• Safely balances the interests of the consumer, organisation and community</li> <li>• Is confident in aligning own practice to support internal organisational policies and procedures</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Complies with VincentCare's values, policies, procedures and code of conduct.</li> <li>• Ensures compliance with legislative frameworks that inform workplace performance and practice, including recognised accreditation standards, e.g. Rainbow Tick, the Multi-Agency Risk Assessment and Management</li> </ul>

	<p>Framework (the MARAM), the Family Violence Information Sharing Scheme (FVISS) Ministerial Guidelines as established by <i>Part 5A</i> of the <i>Family Violence Protection Act 2008 (Vic)</i> and the Child Information Sharing Scheme (CISS) Ministerial Guidelines as established under <i>Part 6A</i> of the <i>Child Wellbeing and Safety Act 2005 (Vic)</i>.</p> <ul style="list-style-type: none"> <li>• Participates in scheduled operational and professional supervision and reflective practice.</li> <li>• Participates in periodic reviews of operational practices including risk and records management, program performance and codes of practice.</li> <li>• Maintains high level adherence to required client management and records keeping systems including timely and accurate case notes, consent, payments, risk profile and referrals.</li> </ul>
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## KEY SELECTION CRITERIA

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum tertiary degree with 1 -2 years of experience in the required discipline.</li> <li>• A relevant vocational or tertiary qualification (For example Diploma or Bachelor Degree), or equivalent professional experience in a related field (required)</li> <li>• Further qualifications in another discipline or specialist area (For example Graduate Diploma) (preferred)</li> <li>• Note: Consideration may be applied to a lesser formal qualification with substantial years of experience in the required discipline (except where pre-requisites determine mandatory and credentialed standards will apply).</li> <li>• Valid Victoria Drivers Licence.</li> </ul>
<b>Experience - essential</b>	<p><b>Knowledge of Homelessness</b></p> <ul style="list-style-type: none"> <li>• Experience supporting LGBTQIA+ individuals experiencing homelessness and multiple, intersecting needs such as AOD use, mental or physical health conditions, and psychosocial or behavioural challenges.</li> <li>• Demonstrated ability to conduct high-quality assessments, develop case plans, and deliver tailored support responses to people at risk of or experiencing homelessness.</li> <li>• Experience providing comprehensive case management, including navigating service systems in collaboration with LGBTQIA+ clients.</li> <li>• Broad knowledge of relevant services including AOD and mental health treatment, primary and allied health, education and employment programs, LGBTQIA+ specialist and mainstream supports, and affordable housing options.</li> </ul> <p><b>Relationship Building</b></p> <ul style="list-style-type: none"> <li>• Proven ability to build trust and maintain professional, respectful</li> </ul>

	<p>relationships with LGBTQIA+ people experiencing homelessness.</p> <ul style="list-style-type: none"> <li>• Strong commitment to social justice, demonstrated through persistence, empathy, and an unconditional positive regard for clients.</li> <li>• Experience developing and maintaining effective working relationships and referral pathways with community service organisations to enhance client outcomes.</li> </ul> <p><b>Other Experience</b></p> <ul style="list-style-type: none"> <li>• Understands professional client interaction and case record principles, ensuring accountability and responsibility.</li> <li>• Knowledge of the issues impacting clients, including homelessness, financial hardship, family violence, mental health, and disabilities.</li> <li>• Ability to provide holistic support for complex needs and manage program plans, performance, resources, and budgets.</li> <li>• Demonstrates commitment to social justice, human rights, and cultural sensitivity, and can manage conflict and challenging behaviours.</li> </ul>
<b>Skills and personal attributes</b>	<ul style="list-style-type: none"> <li>• <b>The incumbent must be a member of the LGBTQIA+ community.</b></li> <li>• A values-based and client focused approach to service delivery informed by a demonstrated commitment to social justice issues.</li> <li>• Knowledge and understanding of trauma informed, strengths based and person-centred care.</li> <li>• Highly developed communication and relationship management skills, the ability to lead team practice, and maintain collaborative working relationships with a broad range of stakeholders.</li> <li>• Demonstrated ability to build rapport and trust with people who have experienced trauma, discrimination and distrust of services.</li> <li>• Recognises the importance of data collection in assisting program evaluations, research, and evidenced based decision making.</li> <li>• Ability to develop organisational and time management skills to meet deadlines in a high-volume, complex environment.</li> <li>• Self-aware, responsive to feedback, and able to reflect and learn.</li> <li>• Uses initiative, acts confidently, and exercises sound judgment.</li> <li>• Proficient in Microsoft products, IT platforms, and effective communication, including report writing and maintaining professional relationships</li> </ul>

## MANDATORY REQUIREMENTS

- All appointments within VincentCare are subject to the incumbent holding and maintaining (i) a current Victorian Driver's Licence; (ii) a Working with Children Check; and (iii) a satisfactory police check.

- Character/performance reference checks and police checks will be undertaken prior to any job offer being confirmed and will be undertaken on a periodic basis during the period of employment.
- 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.

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This position description is a general outline of duties, responsibilities and requirements of the role and is not an exhaustive list. From time-to-time VincentCare may review and amend the position description to meet organisational needs and may require the employee to perform other duties that are within the scope of their competencies and skills.

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