

## POSITION DESCRIPTION

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| <b>Position title</b> | <b>Community Development Worker – Safe Space Program</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>Engagement Team Leader - Safe Space</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

The Safe Space program is a place-based, low-barrier rough sleeper support model anchored at the Ozanam House - Homelessness Resource Centre (HRC) based in North Melbourne. The program is deliberately designed to meet people where they are at both in terms of time of day and readiness for change by operating from 7:00am to 3:00pm, Monday to Friday.

Ozanam House and the HRC provides an established, trusted "front door" into integrated homelessness, health and wellbeing supports. The Safe Space team will operate in close coordination with existing HRC functions and the broader Ozanam House service framework, creating a single, coherent participant experience where people can move seamlessly between immediate support (food, showers, laundry, rest), brief interventions, health access, and structured housing pathways.

The key function of the Community Development Worker is to create and develop group-based activities, promoting links between clients and the local community, facilitate, promote and oversee a calendar of programs and activities to increase engagement and encourage participation in activities that are relevant and meaningful for the individual's recovery journey. This engagement process will create a sense of community, empowerment and participation.

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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 loyal and committed to implementing the decisions made the by the team in support of VincentCare's strategic objectives.



## ROLE ACCOUNTABILITIES

| Key Result Area                 | Key Accountabilities  |
|---------------------------------|---|
| <b>Core Competencies</b>        | <ul style="list-style-type: none"> <li>• Identify, develop and implement a calendar of activities and programs and group-based projects for clients to actively participate in.</li> <li>• Incorporate active engagement and rapport building with clients to access and utilise service facilities and aim for pathways out of homelessness with view of training, recreational and social activities.</li> <li>• Provide individual case coordination to support the client’s recovery and community connection.</li> <li>• Liaise with other support programs of VincentCare Victoria and community agencies on matters identified by the client’s case plans</li> <li>• Identify and generate partnerships, links and referral opportunities for clients with respect to local community organizations, training, employment or volunteering within the broader community.</li> <li>• Regularly liaise with clients to obtain and review feedback.</li> <li>• Oversee the daily operations of the program in line with the program policies and work instructions.</li> <li>• Interact advocate and mediate in ways that respect the equality, diversity, choices, rights, safety and responsibilities of individuals, whilst maintaining professional boundaries</li> <li>• Promote the activities created internally and externally to the organization.</li> <li>• Ensures administration of funding is in line with program eligibility.</li> <li>• Other duties as required within the scope and purpose of the position.</li> </ul> |
| <b>Collaborative Practice</b>   | <ul style="list-style-type: none"> <li>• Leads a collaborative, inclusive, and safe workplace, promoting diversity and inclusion.</li> <li>• Ensures client quality, compliance with standards, and supports best practices in dynamic environments.</li> <li>• Builds strong stakeholder relationships, provides expert guidance on complex cases, and mentors team members.</li> </ul>  |
| <b>Strategic directions</b>     | <ul style="list-style-type: none"> <li>• Collaborates across VincentCare to advance shared goals, project initiatives and partnerships.</li> <li>• Promotes diversity, inclusion, and accessibility while leading by example.</li> <li>• Supports continuous service improvement through program reviews, needs analysis, and change management.</li> <li>• Provides flexible support to clients and mentors others on best practices across the organization.</li> </ul>   |
| <b>Profile in the community</b> | <ul style="list-style-type: none"> <li>• Commits to fostering consultation and collaboration with community and industry sectors.</li> <li>• Builds and maintains strong relationships with stakeholders to support service improvement and promote VincentCare's positive profile.</li> <li>• Represents VincentCare ethically at consultations and forums, both internally and externally.</li> <li>• Builds 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 expert advice to stakeholders to inform evidence-based decision making and program priorities.</li> <li>• Participates in program reviews and oversees processes for gathering client</li> </ul>  |



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|                              | <p>feedback.</p> <ul style="list-style-type: none"> <li>Identifies opportunities to develop and implement operational processes, policies, and guidelines for forward planning.</li> <li>Co-ordinates regular program evaluations to inform service delivery</li> </ul>  |
| <b>Record Management</b>     | <ul style="list-style-type: none"> <li>Has a sound understanding of brokerage options across the organisation and sector and assesses them as needed</li> <li>Fulfils data reporting requirements to funding providers as required.</li> </ul>   |
| <b>Accountability</b>        | <ul style="list-style-type: none"> <li>Maintains up to date data records management systems to support accurate and timely reporting against performance, targets and associated funding compliance requirements.</li> <li>Leads and/or actively contributes to the development of appropriate governance and risk management frameworks, and reporting tools and systems to track, monitor and report on identified program milestones and deliverables.</li> <li>Commits to ongoing professional development (mandatory or identified).</li> <li>Demonstrates a high level of understanding of practice strengths and challenges and supports other staff when managing complex client work</li> <li>Provides support and guidance to team members regarding complex cases.</li> </ul>   |
| <b>Policy and procedures</b> | <ul style="list-style-type: none"> <li>Takes reasonable care for own safety and the safety of others, adhering to any reasonable instructions, policies, or procedures related to workplace health, safety, and wellbeing</li> <li>Leads and/or actively contributes to the development and review of standards, policies and procedures to inform and/or improve service development and delivery.</li> <li>Maintains up-to-date working knowledge of relevant legislation, policies and guidelines that inform best practice.</li> <li>Addresses client concerns, complaints, critical incidents, and challenging behaviours, taking appropriate action in response to any immediate risks of harm to themselves or others, in line with VincentCare's procedures.</li> </ul>  |
| <b>Approach</b>              | <ul style="list-style-type: none"> <li>Strong commitment to VincentCare's purpose, values, and Recovery Model.</li> <li>Empathetic understanding of the impacts of disadvantage and upholding clients' privacy and dignity.</li> <li>Safely and expertly balances the interests of clients, the organisation, and the community while aligning practice with internal policies.</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 adherence to legislative frameworks that guide workplace performance and practices, including recognized accreditation standards such as Rainbow Tick, the Multi-Agency Risk Assessment and Management Framework (MARAM), the Family Violence Information Sharing Scheme (FVISS) Ministerial Guidelines under Part 5A of the Family Violence Protection Act 2008 (Vic), and the Child Information Sharing Scheme (CISS) Ministerial Guidelines under Part 6A of the Child Wellbeing and Safety Act 2005 (Vic)</li> <li>Participates in scheduled operational and professional supervision and reflective practice.</li> <li>Leads and/or actively participates in periodic reviews of operational</li> </ul> |



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|  | <p>practices including risk and records management, program performance and codes of practice.</p> <ul style="list-style-type: none"> <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

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| <b>Qualifications</b>                 | <ul style="list-style-type: none"> <li>• Tertiary qualifications in Community Development, Social Work or related disciplines (required)</li> </ul>  |
| <b>Experience - <i>essential</i></b>  | <ul style="list-style-type: none"> <li>• Comprehensive and current working knowledge of both homelessness and the housing sector and community development principles.</li> <li>• Demonstrated capacity to interact with others with sensitivity and diplomacy and to build effective relationships with colleagues, clients and other service providers.</li> <li>• Clear understanding of the issues and needs facing people who have experienced homelessness or disadvantage, including declining health and, AOD, mental health, disability, and social isolation.</li> <li>• Develop and maintain constructive, empathetic, supportive working relationships with clients whilst maintaining firm professional boundaries.</li> <li>• Demonstrated experience in identifying, developing and submitting successful applications for community grants and/or other funding opportunities.</li> <li>• Knowledge and commitment to the principles of social justice and community development.</li> </ul> |
| <b>Skills and personal attributes</b> | <ul style="list-style-type: none"> <li>• Highly developed verbal and written communication skills.</li> <li>• Well-developed planning, organisational and time management skills.</li> <li>• Knowledge of homelessness service system groups and issues.</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.

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.

