



Position title:	Peer Support Worker - Safe Space Program
Award:	L3 Social, Community, Home Care and Disability Services (SCHADS)
Location:	Inner Melbourne Community Hub
Reporting to:	Engagement Team Leader – Safe Space Program

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.



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 Peer Support Worker role is informed by the International Peer Support (IPS) practice model, which is underpinned by four principles: connection, worldview, mutuality and moving towards goals. The IPS model is very much focused on relationships and doing with not doing for.

The functions and activities undertaken by the Peer Support Worker relate to stabilisation for people experiencing chronic homelessness. The Peer Support Worker will have a lived experience of homelessness and actively work as part of the Safe Space Team to provide practical support to clients to achieve their goals. The Peer Support Worker will work under the direction and guidance of the Engagement Team Leader.

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 the by the team in support of VincentCare’s strategic objectives.

ROLE ACCOUNTABILITIES

Key Result Area	Key Accountabilities
Core Competencies	<ul style="list-style-type: none"> • Work closely with the Safe Space Team to actively engage clients to achieve their goals and support needs. • Seek direction and advice from the Engagement Workers and use sound judgement to assess risk and complex client interactions compatible with the environment. • Develop a thorough knowledge of local community agencies, including cost effective activities/ opportunities for the client to participate in the community. Liaise with the case manager to refer/ connect with these groups. • Support the referral process to key internal and external support providers. • Share your lived experience and explore barriers to stable housing.





	<ul style="list-style-type: none"> • Encourage clients to develop their skills in a wide range of areas in which they are interested to meet their needs. This may include independent living skills, social skills, and skills to enter education and/or employment. • Provide direct practical support to clients to attain skills they are interested in developing. • Develop an understanding of how the client is feeling – how they are “traveling” in relation to their support needs. • Promote wellbeing activities and encourage shared learning experiences. • Work as part of the Safe Space House team and actively participate in team meetings, supervision and staff development activities. • Always engage in professional and ethical conduct. • Work within VincentCares policy and guidelines. • Develop best practice service delivery through training, upskilling and supervision. • Participate in program evaluation activities. • Other duties as required within the scope and purpose of the position.
Collaborative Practice	<ul style="list-style-type: none"> • Develops a collaborative, inclusive, and safe workplace while promoting diversity, inclusion, and accessibility. • Ensures quality client service delivery, compliance with standards, and supports best practices in fast-paced, crisis-driven environments. • Develops strong relationships with internal and external stakeholders to advance shared goals, project initiatives, and effective governance.
Strategic directions	<ul style="list-style-type: none"> • An awareness of the organisation’s Strategic Plan objectives. • Continuously seeks to improve service quality by supporting VincentCare to identify, create and implement program reviews, needs analysis, risk assessments and change management practices. • Collaborates across VincentCare to advance shared goals, project initiatives and partnerships.
Profile in the community	<ul style="list-style-type: none"> • Recognises the importance of consulting and collaborating with community and industry sectors. • Develops and supports relationships with stakeholders to achieve positive outcomes and support service improvement. • Develops productive working relationship with stakeholders to promote the good works and positive profile of VincentCare.
Service development	<ul style="list-style-type: none"> • Provides sound and accurate advice and information to stakeholders on program priorities and issues that contribute to and/or inform evidence-based decision making. • Contributes to regular program reviews to ensure they meet client and organisational needs. • Supports the development and implementation of appropriate processes for gaining feedback from clients. • Identifies emerging trends and issues and contributes to the development and review of procedures and guidelines. • Actively engage with culturally appropriate support services to assist in achieving the best outcomes for clients





<p>Accountability</p>	<ul style="list-style-type: none"> • Maintains accurate data records to support performance reporting and funding compliance. • Contributes to governance, risk management, and reporting frameworks to track program milestones. • Commits to professional development and ensures transparent communication on emerging issues. • Operate in accordance with VincentCare’s schedule of delegated authorities.
<p>Policy and procedures</p>	<ul style="list-style-type: none"> • 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 • Contributes to the development and review of service standards, policies, and procedures. • Stays informed on relevant legislation and responds appropriately to client concerns and risks.
<p>Approach</p>	<ul style="list-style-type: none"> • High level commitment to VincentCare’s purpose and values. • Empathetic consideration and understanding of the impacts of disadvantage when clients seek help and support. • Respects everyone’s right to privacy and dignity. • Commitment to delivering services in line with VincentCare’s Recovery Model. • Safely balances the interests of the consumer, organisation, and community. • Is confident in aligning own practice to support internal organisational policies and procedures.
<p>Compliance</p>	<ul style="list-style-type: none"> • Complies with VincentCare’s values, policies, procedures, and code of conduct. • 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 Framework (the MARAM), the Family Violence Sharing Scheme (FVISS) Ministerial Guidelines as established by <i>Part 5A of the Family Violence Protection Act 2008 (Vic)</i>, and the Child Information Sharing Scheme (CISS) Ministerial Guidelines as established under <i>Part 6A of the Child Wellbeing and Safety Act 2005 (Vic)</i>. • Participates in scheduled operational and professional supervision and reflective practice. • Participates in periodic reviews of operational practices including risk and records management, program performance and codes of practice





KEY SELECTION CRITERIA (please address each criteria upon application)

Qualifications	<ul style="list-style-type: none"> Wellways Peer Support Foundation Training or equivalent.
Experience - essential	<ul style="list-style-type: none"> A lived experience of resettling in a home after experiencing homelessness Understands professional client interaction, boundaries and case record principles, ensuring accountability and responsibility Knowledge of the issues impacting clients, including homelessness, financial hardship, family violence, mental health, substance use and disabilities. Demonstrates commitment to social justice, human rights, and cultural sensitivity. Well-developed interpersonal skills Ability to work as part of a team as well as independently Commitment to continuous improvement of services Understanding and application of the principles of confidentiality and privacy IT and administration skills. <p>Desirable:</p> <ul style="list-style-type: none"> Experience with consumer participation Peer worker experience.
Skills and personal attributes	<ul style="list-style-type: none"> Ability to develop organisational and time management skills. Self-aware, responsive to feedback, and able to reflect and learn. Seeks advice and direction and exercises sound judgment. Proficient in Microsoft products, IT platforms. Effective communication, verbal, written and interpersonal.

MANDATORY REQUIREMENTS

- All appointments within VincentCare are subject to the incumbent holding and maintaining (i) a Working with Children Check; and (ii) 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.

