



POSITION DESCRIPTION

Position title	Engagement Team Leader – Safe Space Program
Award	L6 Social, Community, Home Care and Disability Services (SCHADS)
Location	Inner Melbourne Community Hub
Reporting to	Manager Inclusion and Recovery Services

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.

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.

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 Safe Space Team Leader leads a small multidisciplinary team (Engagement, Community Development and Peer Support Workers) delivering high-quality services in alignment with VincentCare's strategic goals. This role is responsible for operational oversight, performance management, continuous improvement, risk management, and service excellence within a designated service stream or program.

The key function of the Engagement Team Leader is to orientate and provide support to all persons accessing the HRC. The position provides a variety of supports to clients ranging from monitoring, managing challenging behaviours, referral pathways and assertive engagement to all consumers to the service. The role also encompasses a strong triaging function to key internal and external stakeholders based on the client's needs, and aims to work from a collaborative, integrated and client centred approach with clients.

The position provides line management oversight to the Safe Space multidisciplinary team which comprises of an Engagement Worker, Community Development Worker and Peer Support Worker. The role also incorporates the responsibility for data collection and reporting related to service delivery, leading team meetings and reflective practice, and staff supervision.

The HRC is open from 7.00am – 3.00pm, Monday to Friday.

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"> • Provide daily support, mentoring and leadership to the Safe Space Team • Promote and lead assertive engagement best practice, supervision and reflective practice with the team • Provide direct service delivery, information and referral to clients of the HRC • Support clients to understand and adhere to their rights and responsibilities • Support and respond to challenging behaviours and manage critical incidents in line with Critical Incident Management procedures • Incorporate assertive engagement and rapport building when responding to client’s needs. • Complete all data and operational reporting requirements • Chair regular staff meetings for the Safe Space Program • Establish and maintain a thorough knowledge base of local community agencies, including housing and support providers • Actively promote services and support pathways including; health treatment services and therapeutic interventions, housing support and social inclusion activities • Assist line management in the identification and subsequent liaison with other community service organizations for the development of on-going relationships and work practice protocols that will improve referral pathway outcomes for the clients • In conjunction with the Manager, participate in the ongoing evaluation of service delivery and monitoring of outcomes achieved on behalf of clients • Undertake relevant professional development programs and maintain an understanding of relevant policies and regulations in housing and homelessness • Develop best practice service delivery through training, upskilling and supervision. • Participate in a shared On-Call roster with the Leadership Teams • Other duties as required within the scope and purpose of the position.
Collaborative Practice	<ul style="list-style-type: none"> • Fosters 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. • Supports 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.



	<ul style="list-style-type: none"> • 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. • Supports and maintains relationships with stakeholders to achieve positive outcomes and support service improvement. • Develops and maintains 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.
Accountability	<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. • Use Housing Establish Funds (HEF) and program brokerage in line with VincentCare policies and procedure.
Policy and procedures	<ul style="list-style-type: none"> • Ensures personal and others' safety, complying with work health and safety policies. • 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.
Approach	<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
Compliance	<ul style="list-style-type: none"> • Complies with VincentCare's values, policies, procedures and code of conduct. • 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



	<p>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)</p> <ul style="list-style-type: none"> • Participates in scheduled operational and professional supervision and reflective practice. • Leads and/or actively participates in periodic reviews of operational practices including risk and records management, program performance and codes of practice. • Maintains high level adherence to required client management and records keeping systems including timely and accurate case notes, consent, payments, risk profile and referrals.
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KEY SELECTION CRITERIA

<p>Qualifications</p>	<ul style="list-style-type: none"> • Relevant tertiary qualification (minimum Bachelor level) in Social Work, Psychology, Community Services, or related field. • At least 5 years' experience in a relevant practice setting, including Social Work, Psychology, Community Services, or related field. 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). • Experience in supporting staff through feedback, coaching and mentoring. • Valid Victorian Drivers Licence
<p>Experience - essential</p>	<ul style="list-style-type: none"> • Demonstrated ability to lead multidisciplinary teams and drive high-quality service delivery. • Experience in operational management, including program planning, workforce supervision, and reporting • Sound knowledge of compliance, risk management and accreditation frameworks Knowledge of and commitment to the principles of social justice, human rights, self-determination and empowerment. • Committed to be available to work a rotating shift roster. • Proven capability of professional client interaction and case planning principles that demonstrate accountability and responsibility. • Advanced understanding of the issues and needs impacting clients who present for support, including clients at risk of homelessness, clients who may be experiencing financial hardship, victim survivors escaping family violence, clients experiencing physical or mental concerns, clients who present with a disability or other identified barriers to equitable access. • Demonstrated understanding of, and an ability to provide a high-level assessment and support response to people experiencing homelessness. • Proven ability to manage program plans, performance and resources. • Proven experience and capability in managing conflict, critical incidents and addressing challenging behaviours. • Knowledge of and commitment to the principles of social justice, human rights, self-determination and empowerment. • Ability to show cultural awareness and adapt personal approach to meet the unique needs of clients.



<p>Skills and personal attributes</p>	<ul style="list-style-type: none"> • Excellent communication, problem solving, organisational and time management skills to meet deadlines in a high-volume, complex environment. • Demonstrates strong initiative, self-reflection, and sound judgment while supporting the team and organisation. • Demonstrates ability to effectively build, engage and maintain professional working relationships with people experiencing homelessness. • Liaise with other community service organisations for the development of ongoing relationships and referrals beneficial to client support. • Advanced IT literacy across case management systems and reporting tools. • High-level emotional intelligence, with capacity to manage team dynamics and client challenges empathetically. • Commitment to VincentCare's values and social justice principles., with proven ability to maintain professional relationships.
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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.

