



<b>Position title:</b>	Intake and Allocations Lead - HomeConnect
<b>Award</b>	L5 Social, Community, Home Care and Disability Services (SCHADS)
<b>Location</b>	80 Wheatsheaf Road, Glenroy
<b>Reporting to:</b>	Team Leader - HomeConnect

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 men and women struggling with complex needs including substance use and mental health.
- advocate for vulnerable and disadvantaged people, respect their dignity and rights and understand their needs to provide them with support and encouragement and 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.



### Child Safety Statement

VincentCare Victoria is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the centre of all that we do and every decision we make.

### We have zero tolerance for child abuse or neglect of child safety

We are committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect them. This includes but is not limited to the cultural safety of Aboriginal & Torres Strait Islander children, children from diverse cultural, linguistic, and/or religious backgrounds, children who identify as LGBTQI+, and children with a disability.

### POSITION OVERVIEW



The HomeConnect Central Intake and Allocations Lead is responsible for managing the central intake function for the HomeConnect program, ensuring all incoming referrals, enquiries, and contacts are promptly received, assessed, and prioritised.

This role provides a single, consistent point of access for the program and is responsible for undertaking initial screening and triage to support timely allocation to appropriate HomeConnect vacancies including case management and brief interventions. The role plays a critical part in ensuring service responsiveness, consistency of assessment, and effective coordination of client pathways into early interventional and homelessness prevention supports.

The position operates with a high degree of autonomy and requires specialist knowledge of homelessness prevention, response, and service system navigation.

Directly reporting to the Team Leader – HomeConnect, the Intake and Allocations Lead works collaboratively with the Team Leader and Key Workers to ensure the program delivers optimal services to clients while adhering to its funding and service agreements.

**ROLE ACCOUNTABILITIES**

Key Outcomes	Key Accountabilities
<b>Intake, Assessments and Triage</b>	<ul style="list-style-type: none"> <li>• Manage all incoming referrals, enquiries, and contacts for the HomeConnect program.</li> <li>• Undertake initial screening and intake assessments in line with program guidelines and eligibility criteria.</li> <li>• Receive, manage, and respond to all incoming referrals, enquiries, and contacts to HomeConnect.</li> <li>• Identify presenting issues, urgency, and level of risk, and prioritise responses accordingly.</li> <li>• Ensure consistent and equitable application of intake and triage frameworks.</li> <li>• Foster a team culture that is empathic, collaborative, and professional, promoting collective efforts to achieve positive and meaningful client outcomes.</li> </ul>
<b>Coordination and Allocation</b>	<ul style="list-style-type: none"> <li>• Coordinate allocation of clients to HomeConnect case management and brief intervention vacancies in collaboration with Team Leaders</li> <li>• Maintain oversight of intake flow to ensure equitable distribution and timely response.</li> <li>• Liaise with internal teams to support effective service matching and continuity of care.</li> <li>• Establish and maintain effective working relationships with other VincentCare programs and external agencies.</li> <li>• Escalate high-risk or complex presentations in line with organisational protocols.</li> </ul>
<b>Service Navigation and referral</b>	<ul style="list-style-type: none"> <li>• Provide accurate information and guidance to clients and referrers regarding available supports.</li> <li>• Facilitate warm referrals to internal and external services as appropriate.</li> <li>• Support clients to engage with appropriate services through clear pathways and follow-up.</li> <li>• Collaborate with Home Connect Team Leaders and Manager to monitor program vacancies, allocations, referrals, and caseloads.</li> <li>• Assist in identifying ongoing and emerging issues and trends that impact optimum service delivery.</li> <li>• Positively represent HomeConnect and VincentCare within the sector and the broader community.</li> </ul>
<b>Data, Reporting and</b>	<ul style="list-style-type: none"> <li>• Maintain accurate and timely client records in accordance with organisational requirements.</li> </ul>



<b>Administration</b>	<ul style="list-style-type: none"> <li>• Contribute to intake reporting, data collection, and quality assurance processes.</li> <li>• Contribute to intake reporting, data capture, and performance monitoring requirements.</li> <li>• Monitor and report on intake trends, demand pressures, and emerging service gaps.</li> <li>• Foster and sustain robust working relationships within the HomeConnect Team and across all NCH programs.</li> <li>• Adhere to all VincentCare policies and procedures, including the Code of Conduct.</li> </ul>
<b>Continuities Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Contribute to the development and refinement of intake processes, tools, and frameworks.</li> <li>• Support consistency of practice across intake, triage and allocations decision-making.</li> <li>• Participate in reflective practice and service improvement activities.</li> </ul>
<b>Collaboration and Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>• Work closely with HomeConnect Team Leaders, Key Workers, and specialist staff to support coordinated service delivery.</li> <li>• Maintain effective working relationships with internal programs and external referral partners.</li> <li>• Represent the intake function in internal meetings, as required.</li> </ul>

**Key Contacts**

- Northern Community Hub Manager
- HomeConnect Program Manager
- HomeConnect Team Leaders

**KEY SELECTION CRITERIA**

<p><b>Skills, Knowledge, Experience &amp; Qualification</b></p> <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Tertiary qualification in human services, social work, or another relevant discipline.</li> <li>• Demonstrated experience in intake, assessments, triage, and coordinated access within a homelessness prevention context.</li> <li>• Strong understanding of service system navigation and referral pathways</li> <li>• Ability to assess risk and prioritise needs in a fast-paced environment.</li> <li>• Proven ability to maintain records and manage competing priorities.</li> <li>• Ability to work independently and collaboratively with a multidisciplinary team.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience within housing, homelessness, or early intervention service.</li> <li>• Knowledge of the Residential Tenancies Act</li> <li>• Experience contributing to process improvements and systems design.</li> </ul>
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*VincentCare welcomes applications from people from diverse cultural & linguistic backgrounds including people who identify as Lesbian, Gay, Bisexual, Trans, Intersex, Aboriginal and/ or Torres Strait Islander.*

**Mandatory requirements**



Working with Children Check	Yes – renewed every 5 years
Police Check	Yes – renewed every 5 years
National Disability Insurance Scheme (NDIS) check	NA
Driver’s Licence	Yes