

POSITION DESCRIPTION

Position title	Senior Key Worker Ozanam House
Award	L5 Social, Community, Home Care and Disability Services (SCHADS)
Location	Inner Melbourne Community Hub
Reporting to	Team Leader – Case Management Ozanam House

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

VCV_Last updated: Dec. 2024

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 Inner Melbourne Community Hub Ozanam House Case Management team comprises of Senior Key Workers (senior case managers) and key workers (case managers) who have the experience and ability to work closely with homeless and marginalized single adults residing in a crisis accommodation environment. The program aims to assist people in securing and maintaining affordable housing by addressing unmet needs through a case management process.

The Senior Key Worker will work within a multi-faceted team based at Ozanam House, supporting clients through crisis, recovery and growth by addressing support needs that may impact their ability to sustain accommodation. This is done through the development of a holistic, goal orientated case plan, creating linkages and supporting clients to access appropriate mainstream services and specialist services.

The Senior Key Worker will work from a collaborative, integrated and person led approach with clients, support the range of needs and issues affecting people who are homeless and residing in Ozanam House accommodation, including mental health, alcohol and other drugs, disability, justice, and family violence whilst managing competing demands in a crisis accommodation setting.

The Senior Key Worker will be required to lead and undertake complex operational work as well as lead the planning and co-ordination of activities within Inner Melbourne Community Hub.

You will apply specialised knowledge, skills and professional judgement when performing core work functions relevant to the Ozanam House Case Management Team.

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
Core Competencies	• Ensure provision of holistic case management to clients residing at Ozanam House crisis accommodation who may present with multiple and complex support needs.
	• Provide appropriate individually tailored case plans in consultation with clients that are responsive to their needs and goals and incorporates their strengths. • Maintain a comprehensive knowledge of the housing service system including housing options such as community housing, public and private rental and rooming house operators. • Maintain a thorough knowledge of local community agencies, including eligibility and referral requirements and other relevant resources. • Liaises with external agencies to access accommodation options in the community including refuge, community housing, NDIS, mental Health and AOD accommodations. • Use sound judgement to assess and manage risk and complex client interactions if conducting outreach in the community. • Participates on a roster providing support to clients who utilise the Homelessness Resource Centre. • Ensures a comprehensive service is provided to people experiencing homelessness including the provision of information, advocacy and housing options. • Maintains comprehensive knowledge of intersecting services systems and how to access and navigate support. This includes mental health, AOD, NDIS. • Ensures best practice with service delivery through training, upskilling and supervision. • Provide mentoring to new staff and students as required. • Ensures administration of funding is in line with program eligibility • Other duties as required within the scope and purpose of the position.
Collaborative Practice	• Leads a collaborative, inclusive, and safe workplace, promoting diversity and inclusion. • Ensures client quality, compliance with standards, and supports best practices in dynamic environments. • Builds strong stakeholder relationships, provides expert guidance on complex cases, and mentors team members.

Strategic directions	• Collaborates across VincentCare to advance shared goals, project initiatives and partnerships. • Promotes diversity, inclusion, and accessibility while leading by example. • Supports continuous service improvement through program reviews, needs analysis, and change management. • Provides flexible support to clients and mentors others on best practices across the organization.
Profile in the community	• Commits to fostering consultation and collaboration with community and industry sectors. • Builds and maintains strong relationships with stakeholders to support service improvement and promote VincentCare's positive profile. • Represents VincentCare ethically at consultations and forums, both internally and externally. • Builds and maintains productive working relationship with stakeholders to promote the good works and positive profile of VincentCare.
Service development	• Provides expert advice to stakeholders to inform evidence-based decision

	making and program priorities. • Participates in program reviews and oversees processes for gathering client feedback. • Identifies opportunities to develop and implement operational processes, policies, and guidelines for forward planning.
Record Management	• Has a sound understanding of brokerage options across the organisation and sector and assesses them as needed
Accountability	• Maintains up to date data records management systems to support accurate and timely reporting against performance, targets and associated funding compliance requirements. • 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. • Commits to ongoing professional development (mandatory or identified). • Demonstrates a high level of understanding of practice strengths and challenges and supports other staff when managing complex client work • Provides support and guidance to team members regarding complex cases.
Policy and procedures	• 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 • Leads and/or actively contributes to the development and review of standards, policies and procedures to inform and/or improve service development and delivery. • Maintains up-to-date working knowledge of relevant legislation, policies and guidelines that inform best practice.

	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.
Approach	- Strong commitment to VincentCare's purpose, values, and Recovery Model. - Empathetic understanding of the impacts of disadvantage and upholding clients' privacy and dignity. - Safely and expertly balances the interests of clients, the organisation, and the community while aligning practice with internal policies.
Compliance	- 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 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) - Participates in scheduled operational and professional supervision and <u>reflective practice</u>.
	- 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.

KEY SELECTION CRITERIA

Qualifications	- Minimum relevant tertiary degree with at least 3-4 years of experience in the required discipline desirable. - Note: A lesser qualification may be considered if accompanied by significant years of experience in the required discipline, except where mandatory pre-requisites or credentialed standards apply • Valid Victorian Drivers Licence
-----------------------	---

Experience - <i>essential</i>	• Proven understanding of professional client interaction, boundary settings and case planning principles that demonstrate accountability and responsibility. • Well-developed understanding of the issues and needs impacting clients who present for support, including clients who are homeless, at risk of homelessness, clients who may be experiencing financial hardship, victim survivors escaping family violence, clients experiencing physical or mental concerns or substance use, clients who present with a disability or other identified barriers to equitable access. • Proven ability to provide holistic responses to address complex client needs. • Proven ability to manage program plans, performance and resources. • Proven experience and capacity to managing conflict and address 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.
Skills and personal attributes	• Strong organisational and time management skills to meet tight deadlines in a high-volume, complex environment. • Demonstrates initiative, self-reflection, and sound judgment while mentoring team members and supporting organisational goals. • Proficient in Microsoft products, IT platforms. • Effective communication, with proven ability to maintain professional relationships.

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.