

POSITION DESCRIPTION

Position title	Key Worker
Award	L4 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

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 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 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 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.

Key workers will, under minimal direction and guidance regarding work priorities, be required to undertake complex operational work as well as undertake planning and co-ordination of activities within the Ozanam House case management program.

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

ROLE ACCOUNTABILITIES

Key Result Area	Key Accountabilities
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Core Competencies	• Provide holistic case management to clients residing at Ozanam House crisis accommodation who may present with multiple and complex support needs. • Develop appropriate individually tailored case plans in consultation with clients that are responsive to their needs and goals and incorporates their strengths. • Develops comprehensive knowledge of the housing service system including housing options such as community housing, public and private rental and rooming house operators. • Develops 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. • Seeks advice and uses sound judgement to assess risk and complex client interactions if conducting outreach. • Participates on a roster providing support to clients who utilise the Homelessness Resource Centre. • Develops skills to provide a comprehensive service to people experiencing homelessness including the provision of information, advocacy and housing options. • Develops comprehensive knowledge of intersecting services systems and how to access and navigate support. This includes mental health, AOD, NDIS. • Develops best practice service delivery through training, upskilling and supervision. • Ensures administration of funding is in line with program eligibility • Other duties as required within the scope and purpose of the position.
Collaborative Practice	• 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	• 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	• 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	• 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.
Accountability	• 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.
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 • 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	• 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	• 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 Information Sharing Scheme (FVISS) Ministerial Guidelines as established by <i>Part 5A</i> of the <i>Family Violence Protection Act 2008 (Vic)</i> and the Child Information Sharing Scheme (CISS) Ministerial Guidelines as established under <i>Part 6A</i> of the <i>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. • 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

Qualifications	• Minimum tertiary degree with 1 -2 years of experience in the required discipline desirable. • 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). • Valid Victoria Drivers Licence
Experience - <i>essential</i>	• 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. • Ability to provide holistic support for complex needs and manage case plans, resources, and budgets. • Demonstrates commitment to social justice, human rights, and cultural sensitivity, and can manage conflict and challenging behaviours.
Skills and personal attributes	• Ability to develop organisational and time management skills to meet deadlines in a high-volume, complex environment. • Self-aware, responsive to feedback, and able to reflect and learn. • Uses initiative, acts confidently, and exercises sound judgment. • Proficient in Microsoft products, IT platforms. • Effective communication, including report writing and maintaining 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.

