

Position title:	Team Leader - HomeConnect
Location:	Northern Community Hub
Reporting to:	Manager - 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 Team Leader - HomeConnect oversees a team of case managers and multidisciplinary staff committed to preventing homelessness in the private rental and community housing sectors through a focus on prevention and early intervention.

In this role, the Team Leader - HomeConnect is responsible for offering guidance and supervision to a team consisting of key workers, specialised housing staff, a Financial Counsellor, and an Educational and Employment Worker. This involves providing support for professional development, practice improvement, financial management, data collection, reflective practice, and other positive contributions to the program. The position also entails reporting responsibilities, including monitoring brokerage requests and funds, along with data collection and report writing.

Close collaboration with the Team Leader - Key Workers ensures that clients receive comprehensive, client-centred support to reach their goals. Together with Key Workers, clients can access brokerage services to accomplish the objectives identified during their involvement with the HomeConnect program.

Directly reporting to the Manager - HomeConnect, the Team Leader - HomeConnect works in tandem with the Team Leader - 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
Team Leadership	• Guide the team to deliver consistent, effective, and high-quality program services. • Provide consistent and high-quality leadership to the team. • Offer supervision and support for the performance development of staff in alignment with VincentCare policies and procedures. • Foster a team culture that is caring, collaborative, and cooperative, promoting collective efforts to achieve positive and meaningful client outcomes.
Service Delivery	• Ensure a consistent and best-practice approach to case management. • Contribute to delivering innovative solutions to enhance housing and wellbeing outcomes for clients. • Support staff in delivering case management within a rights-based framework that is strengths-based and solutions-focused. • Establish and maintain effective working relationships with other agencies.
Program Administration	• Collaborate with other Home Connect Team Leaders and Manager to monitor program vacancies, referrals, and caseloads. • In coordination with the HomeConnect leadership team, monitor and approve program brokerage expenditure and maintain relevant records. • Assist in identifying ongoing and emerging issues and trends that impact optimum service delivery. • Positively represent HomeConnect and VincentCare within the sector and the broader community.
HomeConnect Team	• Actively participate in continuous improvement initiatives with the team. • Foster and sustain robust working relationships within the HomeConnect Team and across all NCH programs.



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| | <ul style="list-style-type: none">• Adhere to all VincentCare policies and procedures, including the Code of Ethics.• Undertake additional duties as directed. |
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Key Contacts

- Northern Community Hub Manager
- HomeConnect Manager
- HomeConnect Key Worker Team Leader

KEY SELECTION CRITERIA

Skills, Knowledge, Experience & Qualification

- Tertiary qualification in human services, social work, or another relevant discipline.
- Demonstrated knowledge of the housing and homelessness sector, including policy and context.
- Proven ability to collaborate across teams and programs to achieve positive client outcomes.
- Demonstrated proficiency in supervising and supporting staff in case managing clients with complex needs.
- Leadership qualities, encompassing effective communication, initiative, creativity, and strong analytical skills.
- Extensive knowledge of statutory requirements within the organization and the workplace.
- Current Working with Children's Check.
- Possession of a full Victorian Driver's Licence.

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