

POSITION DESCRIPTION

Position title:	Manager Project Support
Location:	Negotiable across VincentCare metro sites: Glenroy, North Melbourne, Box Hill
Reporting to:	Senior Manager Specialist Services
Direct reports:	Nil
Conditions:	Fixed term until 31 December 2026 Full time (part time also considered)

We are an award-winning organisation established to provide a range of accommodation and support services to people who are facing disadvantage throughout metropolitan and regional Victoria. We aspire to be the leader in providing care, hope and advocacy for those facing disadvantage through the provision of services that effectively meet the needs of people experiencing or at risk of homelessness.

VincentCare is committed to demonstrating the principles of self-determination, reconciliation, intersectional inclusion, equity and social justice. This means we resolutely:

- Seek to understand that what people think as a society about all the parts of a person's identity, can negatively impact their life and ability to access appropriate services.
- Take specific steps to ensure that all staff, volunteers and clients feel valued and are treated with dignity and respect.
- Celebrate people's diverse physical and cognitive abilities, mental or cognitive health status, cultural background and ethnicity, gender identity, sex characteristic, sexual orientation, age, faith or non-faith.
- Critically review our work to identify disadvantages and actively seek to place the voices and expertise of marginalised people at the centre of our actions when improving our inclusion strategies.
- Lead by example in how we challenge disadvantage and contribute to a more equitable world, which is free from discrimination and marginalisation.

Our purpose is to create opportunities and lasting change for the most marginalised. Integral to VincentCare's work practice is respect for a client's dignity and an openness to understand a client's needs to provide support and encouragement. Our job is always to enable and empower.



HUBS

VincentCare services to clients are provided through Hubs, with each Hub providing a range of support and services including accommodation, case management and outreach.

- **Inner Melbourne Community Hub:** Provides crisis accommodation and support services, including health programs, drug and alcohol case management and services for rough sleepers.
- **Northern Community Hub:** Provides a homelessness access point, metro family violence services, brokerage programs, Functional Zero and outreach case management.
- **Hume Community Hub:** Provides a range of family violence and related services including refuge accommodation, after hours crisis support, as well as financial services including emergency relief, financial counselling and community education.

STRATEGIC DIRECTION

In the past decade, VincentCare has initiated significant transformation, partnerships, leadership and action to VincentCare's Strategic Directions 2025-2030 – a bold and ambitious plan that sets the course for our growth and impact over the coming years.

Building on our strong foundations and current service strengths, this strategy prioritises expanding and deepening our efforts to address homelessness and its root causes. At the heart of our plan is a commitment to strengthen homelessness services, by tackling the risks and vulnerabilities that lead to housing insecurity. We focus on consolidating and enhancing key programs, including early intervention initiatives, family violence support, financial counselling, capability building and alcohol and other drug treatment services.

Our Strategic Directions align with the broader goals of St Vincent de Paul (SVDP) and are structured around four key initiatives:

1. Service Integration
2. Housing and Service Growth
3. Advocacy and Impact
4. Membership and Culture

ROLE PURPOSE

This is a new position working alongside Senior Managers and Hub Managers to advance major and non-major projects across the organisation. Reporting to the Senior Manager Specialist Services, the position has no direct reports and is a fixed term six-month opportunity, intended to help drive forward a varied portfolio of important work during a time of significant organisational growth and activity.

The Manager - Client Services Project Support role is a hands-on project management position, supporting VincentCare's senior management team to deliver major internal and external projects.

This includes:

- Project management across multiple projects and Hubs.
- Convening and chairing project meetings.
- Creating and disseminating project documents.
- Progressing project actions as directed or required.
- Following up with key stakeholders to progress key deliverables.
- Providing ad hoc support to the Senior Manager – Quality and Innovation, regarding any accreditation or regulatory reporting activities.

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

ROLE ACCOUNTABILITIES

Key Result Area	Key Accountabilities
Strategic directions	• Project manage a range of initiatives across VincentCare, including but not limited to property and construction; service relocation; program review and reform; funding, tenders and submissions; policy and framework development. • Lead related project meetings, forums and consultations. • Lead and manage project documentation, reporting and systems. • Work with the VincentCare team to implement the strategic directions of the organisation. • Support organisational change required to achieve outcomes identified in the strategic plan.
Leadership	• Establish, develop and manage partnerships to drive forward VincentCare's work, including with other SVDP divisions, sector partners and all levels of government. • Centre the experience of service users; ensure all work enhances the quality of the support we provide to clients. • Model collaborative, compassionate and accountable leadership and values. • Represent VincentCare professionally and responsibly to stakeholders including government, partners and peak bodies. • Promote VincentCare and SVDP values and work.

Profile in the community	• Contribute to and build partnerships/ alliances with key organisations to enhance and build service delivery to clients. • Ensure the organisation is recognised for service excellence/ best practice by the community. The community includes people who use the service, other service providers, key stakeholders and the local community. • Promote VincentCare and the VincentCare Recovery Model. • Represent and promote VincentCare services and develop strong, reciprocal relationships with stakeholders including Government representatives, colleagues and the broader community. • Participate in networks and forums as required.
Compliance	• Ensure all work undertaken within areas of accountability complies with VincentCare's values, policies, procedures, codes of conduct and legislative/ regulatory requirements and recognised accreditation standards. • Ensure awareness of the policy, legislative and other relevant compliance obligations from day one of a working relationship with VincentCare. • Undertake appropriate training to support understanding of, and compliance with, key VincentCare policies including work health and safety, equal opportunity, privacy, procurement etc., to meet the required compliance obligations. • Ensure that work is conducted within appropriate risk management in line with work health and safety requirements. Procedures and operating practices are embedded within VincentCare's services and accommodation provision, to safeguard employee, resident and visitor health, safety and well-being. • Participate in any periodic reviews of work practices/ operating arrangements within areas of accountability to ensure potential risks/ hazards/ breaches are identified and appropriately managed to meet compliance requirements. • Operate in accordance with VincentCare's schedule of delegated authorities.
WHS	• Exercise a duty of care to work safely, taking appropriate reasonable care to protect your own health and safety and that of your fellow colleagues, volunteers and clients.

KEY SELECTION CRITERIA

Qualifications and/or Experience:

- Appropriate Tertiary Qualifications/ experience in Policy, Management or Project Management (desirable/ preferred).
- Appropriate Tertiary Qualifications in Social/ Community Services or equivalent (acceptable).

Knowledge, Skills and Personal Attributes

- **Leadership & Project Delivery:** Proven leadership experience in community services (or similar), successfully delivering major projects and achieving operational performance objectives.
- **Sector Knowledge:** Strong understanding of homelessness, family violence, AOD services and the government-funded community services sector.
- **Executive Engagement:** Demonstrated experience working with senior management and reporting at an executive level, including leading meetings, consultations and forums.
- **Stakeholder & Partnership Management:** Ability to build and maintain effective partnerships, with strong negotiation, conflict resolution and stakeholder engagement skills.
- **Project, Funding & Advocacy Expertise:** Experience in funding processes (contracts, tenders, submissions) and the ability to confidently advocate for services using reasoned, persuasive arguments.
- **Communication & Reporting:** Outstanding written and verbal communication skills, including producing high-quality reports, submissions, grant applications and project documentation.
- **Change Management, Data & Systems:** Demonstrated capability in change management, with strong attention to data collection, record-keeping and high-level computer literacy.

MANDATORY REQUIREMENTS

All appointments within VincentCare are subject to satisfactory completion of a police check and character/performance reference checks. Police checks will be undertaken for the selected candidate prior to any job offer being confirmed. Police checks are also undertaken on a periodic basis during the period of employment.

All appointments are subject to 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.

The incumbent for this position must have and maintain a current Victorian Working with Children Check or equivalent and a Victorian Driver's Licence.