Position Description

Position title: CHSP Social Worker
Location: Northern Community Hub
Reporting to: Team Leader – Outreach Services

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 abuse and mental health issues
- advocate for vulnerable and disadvantaged people, respect their dignity and rights and understand their needs so as 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
VincentCare is committed to expressing Christian love by embedding the following values in its culture:
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.

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

Inner Melbourne Community Hub: Provides a range of accommodation and support services, including crisis accommodation, drug and alcohol case management, and adult outreach.

Northern Community Hub: A hub with housing dispersed throughout the community, along with family violence services, case management services and youth outreach services.

Social Enterprises Hub: Incorporates Ozanam Enterprises at Carrum Downs, an Australian Disability Enterprise which provides a range of supported, practical, hands-on employment and training opportunities to people with disabilities or facing other forms of disadvantage.

Hume Community Hub: VincentCare’s Hume Community Hub was established in 2016 to incorporate the family violence support programs that have been operating in Shepparton for many years. The Hub also provides emergency relief, financial counselling and capacity building and Home Care Packages.
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 the 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.

They are:
- 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; and
- Increasing our advocacy and influence to create lasting change for generations to come.

ROLE SCOPE AND PURPOSE

The Commonwealth Home Support Program (CHSP) Social Worker role has been created to engage older people in the community who may be experiencing or at risk of homelessness and disadvantage and mental health issues, to improve or maintain their mental, emotional and physical health, wellbeing and independence. Based in Glenroy, the role will provide both office based work and outreach across the LGAs of Moreland, Darebin, Whittlesea, Yarra, Hume, Moonee Valley and Melton.

Using a trauma informed approach role will perform a critical function for many older people who may be excluded from mainstream mental health and health services, social supports and opportunities, which impacts their functioning and independence in the community.

The role will have a “client finding”, advocacy and linkages focus, assisting older people experiencing a range of complexities around homelessness and disadvantage to engage in clinical and social supports via comprehensive assessment, emotional support, service coordination, and referral.

ROLE ACCOUNTABILITIES

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<th>Key Result Area</th>
<th>Key Accountabilities</th>
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| Core specifics    | - An ability to support and effectively advocate for older people experiencing a range of mental health issues.  
- Ability to recognise and remove barriers that may impact effective health and service engagement.  
- High level assessment skills and the ability to design culturally appropriate service responses, interventions and case plans supporting Recovery.  
- Effectively navigate the health and community sector service systems, and coordinate specialist health and community sector and / or informal supports.  
- Ability to deliver both short term and ongoing Case Management support driven by the person's level of risk and capacity to make functional gains over time.  
- Participate in Case Management Services staff meetings and reflective practice sessions. |
| Client focus      | - Assist older people to regain or maintain physical, functional and cognitive abilities which support their independence and capacity to live safely in the community.  
- Recognises the impact of trauma and disadvantage experienced by older people                                                                                                                                                                                                                      |
Position Description

and understands how it may affect older people’s physical health and wellbeing.

- An understanding of the impact of historical trauma and the impact on mental health of older people.
- An understanding of hoarding behaviours, elder abuse and the psychosocial aspects of ageing.
- Advocates for the rights of older people against discrimination.
- Supports the emotional and practical aspects of adjustment to illness / diagnosis, grief and loss or other lifestyle changes informed by ageing.
- Network with public hospitals, Primary Health Care services, ACAS and other “first to know” services where older people with co-occurring social and health care needs may be identified.

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<tr>
<th>Administrative function</th>
<th>Maintains up to date service information and manages client referrals and eligibility via the myagedcare gateway.</th>
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<td>Proficient in the Microsoft suite of programs.</td>
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<th>Compliance</th>
<th>Ensure all work undertaken within areas of accountability complies with VincentCare values, policies, procedures, codes of conduct and legislative/regulatory requirements and recognised accreditation standards (with a particular focus on Rainbow Tick Accreditation)</th>
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<td>Ensure awareness of the policy, legislative and other relevant compliance obligations from day one of a working relationship with VincentCare.</td>
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<td>Undertake appropriate training to support understanding of, and compliance with, key VCV policies including work health and safety, equal opportunities, privacy, procurement etc., to meet the required compliance obligations.</td>
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<td>Ensure working within appropriate risk management and OH&amp;S procedures and operating practices are embedded within VincentCare’s services and accommodation provision to safeguard employee, resident and visitor health, safety and well-being.</td>
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<td>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.</td>
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<td>Operate in accordance with VincentCare’s schedule of delegated authorities.</td>
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Key Contacts

- Manager Support Services
- Team Leader Outreach Services
- Northern Community Hub Case Management Services
- Northern Community Hub staff
- Clients
- Referral Agencies

KEY SELECTION CRITERIA

Qualifications

Required

- Bachelor Degree in Social Work
- Eligible for AASW Registration
- Victorian Divers Licence
Position Description

Experience - Essential

- Minimum 2 years’ experience practicing as a Social Worker
- A history working with people experiencing mental health issues and knowledge of opportunities and pathways for referral and support.
- Experience creating personalised plans with clients which are strengths based, effective, holistic and owned by the client
- Experience working with older people, or people who have prematurely aged due to a lived experience of homelessness
- Experience working within a Primary Health setting (Preferred)

Skills and Personal Attributes

- Demonstrated ability to develop supportive and effective professional relationships with people experiencing disadvantage
- Solution based thinking
- Build trusting relationships amongst team members
- Highly developed written and verbal communication skills
- Able to solve complex problems, using knowledge, experience and information seeking skills
- Able to find solutions which meet the collective needs of the client, VincentCare and funding bodies

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.