POSITION DESCRIPTION
SENIOR PRACTICE LEADER

OVERVIEW

<table>
<thead>
<tr>
<th>Program:</th>
<th>Journey to Social Inclusion (J2SI)</th>
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<td>Reports to:</td>
<td>Program Manager J2SI</td>
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<tr>
<td>Supervise:</td>
<td>Nil</td>
</tr>
<tr>
<td>Date of Last Review:</td>
<td>April 2019</td>
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ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM’s environmental profile as a sustainable organisation and as a leader in the sector.

VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.
MISSION
Our mission is to build people’s capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

▪ Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
▪ Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
▪ Delivering accessible, responsive, evidence informed and innovative services.
▪ Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
▪ Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION
Sacred Heart Mission (SHM) is made up of four Divisions, Client Services, People and Strategy, Business Development and Business Services. Within the Client Services Division, programs are organised across two streams of services, as per the SHM service model: Engagement Hubs and Individualised Planned Support, and Ongoing Support.

Engagement Hubs
The Engagement Hub services at Sacred Heart Central and the Women’s House provide people with a safe space that is welcoming and supportive. Hub services provide access to the necessities of life: healthy food, personal hygiene, laundry facilities and primary health support through our GP Clinic.

The Hubs also facilitate access to ongoing support through the provision of information and advocacy and our case management services which include referral to specialist services (mental health and AoD) as required. For clients with a limited social support network, Engagement Hubs provide social participation and pathways out of social exclusion. The Hubs are a place to build social connections and to link with professional service providers (such as lawyers, nurses and vets) or to range of health and wellbeing practitioners through our Hands on Health Clinic.
**Individualised Planned Support**

Individualised Planned Support is an outcome focused, time limited service response tailored to a client’s situation. In many cases, this will involve resolving a crisis situation such as addressing immediate homelessness and improving safety and wellbeing.

Individualised Planned Support is provided through our Case Management services at Sacred Heart Central, the Women’s House, Homefront (Crisis Accommodation Service) and through the Wellbeing and Activities Program. Intensive Case Management is provided through the Women, Housing and Complex Needs Program, the St. Kilda Intensive Outreach Team, the Greenlight Supportive Housing Program and the Journey to Social Inclusion Project.

**Journey to Social Inclusion**

J2SI is an innovative and evidenced based case management service for people experiencing long-term homelessness in Melbourne, Victoria. It differs from traditional homelessness services as it provides the time needed for people to not only access their permanent home, but also have an improved quality of life and increased community connection. Staff have the ability to work intensively with small caseloads and use a combined key worker and team approach to deliver intensive individualised support for up to 3 years to each client.

The J2SI service model delivers 5 key service elements:

- Intensive case management and service coordination
- Rapid housing access and sustaining tenancies
- Trauma informed practice
- Skills for inclusion
- Fostering independence

J2SI will also be evaluated to demonstrate the efficacy of the model and share learnings via independent research and evaluation. J2SI has now been funded for five years through the Victorian State Government’s first homelessness social impact bond, providing an exciting opportunity to also test out a new and different funding model to address the issue of chronic homelessness.

**PURPOSE OF THE POSITION**

As part of the J2SI Leadership Team, the role will provide practice development and support to the program team through the provision of:

Trauma informed support including clinical supervision, group reflective practice, secondary consultation, and training.
The objectives of this position are:

To provide expert case practice advice in partnership with Manager and Coordinator; supporting and developing Intensive Case Managers and Workforce Participation Worker in the integration of theory and practice.

**KEY RESPONSIBILITIES**

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<th>Accountability</th>
<th>Major Activities</th>
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<tr>
<td><strong>Staff Supports</strong></td>
<td>▪ Incorporate trauma informed practice into all staff supports&lt;br&gt;▪ Provide regular, high quality clinical supervision for J2SI Intensive Case Managers and Workforce Participation Worker&lt;br&gt;▪ Provide regular group reflective practice to the program team&lt;br&gt;▪ Provide secondary consultation and advice on advanced clinical interventions to Intensive Case Managers and Workforce Participation Worker on complex client presentations&lt;br&gt;▪ Provide tailored training to respond to team needs&lt;br&gt;Work within the SHM supervision framework and risk management framework and inform Program Manager and Coordinator accordingly and as required.</td>
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<td><strong>Organisational Participation</strong></td>
<td>▪ Contribute to the implementation of the Mission's Strategic Plan.&lt;br&gt;▪ Contribute to the J2SI evaluation&lt;br&gt;▪ Attend and participate in team meetings, service planning days and SHM all staff meetings</td>
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<td><strong>Sector Participation</strong></td>
<td>▪ Develop and foster positive relationships with local services and agencies.&lt;br&gt;▪ Attend relevant network meetings as agreed with Manager.</td>
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<td><strong>Professional Development</strong></td>
<td>▪ Participate in regular supervision, yearly professional development and review meetings and regularly monitor individual training and development plan with line manager.&lt;br&gt;▪ Attend regular practice reflection and contribute to a practice culture that is open, honest and reflective.</td>
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| **Relationship Management** | ▪ Foster and maintain positive relationships with SHM Staff and J2SI Service partners.  
▪ Work collaboratively and in partnership with the J2SI Manager and Coordinator/s  
▪ Work collaborative and in partnership with Manager Workforce Development |
| **OH&S** | ▪ Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.  
▪ Comply with Occupational Health and Safety policies and procedures and contribute to a safe working environment. |
| **RISK** | ▪ All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats). |
| **CQI (Continuous Quality Improvement)** | ▪ All SHM staff are responsible for identifying areas of the strategic plan that ‘add value’, and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.  
▪ Demonstrate commitment to continuous quality improvement to enhance systems and procedures in the operations of J2SI. |
| **TIC (Trauma Informed Care)** | ▪ All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process. |
MANDATORY REQUIREMENTS

▪ Eligibility to work in Australia
▪ A current Criminal Records Check
▪ A current Victorian Working with Children Assessment Notice
▪ Valid driver’s license to drive in Australia

QUALIFICATIONS

▪ A recognised Social Work/Psychology degree or similar
▪ Relevant post graduate qualification or demonstrated substantial experience in clinical supervision

KEY SELECTION CRITERIA

Essential:

▪ Advanced knowledge and understanding of development, attachment and trauma theories as they relate to homelessness
▪ Knowledge and understanding of a range of therapeutic approaches including Narrative Therapy, Solution Focused Brief Therapy and Motivational Interviewing as they relate to people experiencing homelessness.
▪ Knowledge of/an understanding of the key issues experience by people who experience homelessness.
▪ Demonstrated experience in assessment and provision of clinical interventions for clients with a history of trauma and/or abuse
▪ Demonstrated experience in providing trauma informed support interventions including clinical supervision, group reflective practice, and secondary consultation
▪ Demonstrated ability to engage with, motivate, train and mentor teams to ensure delivery of interventions
▪ Experience in leading critical reflection, applying theoretical frameworks and referring to research and literature to inform case practice and decision making at an advanced level.
▪ Managing Oneself: Manages and cares for self to maintain resilience and support when working within a challenging operating environment
▪ Strong alignment to SHM Values
POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES