VincentCare
Engage. Enable. Empower.

Position Description

Position title:	Engagement Worker - Aboriginal and/or Torres Strait Islander Diversity Portfolio
Location:	Inner Melbourne Community Hub
Reporting to:	Senior Worker of Engagement

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 Ozanam House Redevelopment, situated within the Inner Melbourne Community Hub, features an open-access drop in Homelessness Resource Centre where people aged over 18 experiencing homelessness or at risk of homelessness can access a suite of services including (but not limited to) drop –in support (i.e., meals, laundry facilities), case management, a health platform, and initial assessment and planning. The building also encompasses a 60-bed crisis accommodation for people over the age of 18 experiencing homelessness. The clients who access these services often present with multiple and complex needs.

The key function of the Engagement Worker is to provide brief intervention to people on the Resource Centre and crisis accommodation. In addition, the position provides a variety of support to clients ranging from monitoring, managing challenging behaviours, practical provision of services on the Resource Centre and accommodation units and assertive engagement. The role also encompasses conducting assessments and providing referrals to key internal and external stakeholders based on the client's needs.

This position also has a specialist portfolio focus on Aboriginal and/or Torres Strait Islander clients and the community. A primary focus of this role will be identifying potential partnerships and referral sources with Aboriginal and/or Torres Strait aligned services to improve outcomes for Aboriginal and/or Torres Strait Islander-identifying clients. As the position is predominately site-based, the role also has a focus on internal relationship building, capacity building and secondary consults.

ROLE ACCOUNTABILITIES

Key Result Area	Key Accountabilities
Core specifics	• Provide direct service delivery, information and referral to clients of the Homelessness Resource Centre and Ozanam House crisis accommodation, particularly those from the Aboriginal and/or Torres Strait Islander community • Develop, implement and facilitate planned activity groups for those in the Homelessness Resource Centre and Ozanam House Crisis accommodation • Undertake the intake and induction process for those entering Ozanam House crisis accommodation • Participate in daily shift handover process with Safety Officers and Engagement Workers • Perform day-to-day operation tasks of Ozanam House such as room checks

	• Support clients to understand and adhere to their rights and responsibilities • Maintain a broad and current knowledge of Aboriginal and/or Torres Strait Islander resources available that can be accessed to meet client needs • Identifying potential partnerships and referral sources with Aboriginal and/or Torres Strait Islander aligned services to improve outcomes for Aboriginal and/or Torres Strait Islander -identifying clients • Provide secondary consultation and capacity building to other services in the areas of housing information and referral as well specifically within the Aboriginal and/or Torres Strait Islander portfolio • Liaise with other staff of VincentCare Victoria, community agencies and government on matters arising from individual client work as identified and those as directed by the Manager • Assist line management in the identification and subsequent liaison with other community service organizations for the development of on-going relationships and work practice protocols that will improve outcomes for the clients • Provide secondary consultation and capacity building to other services • In conjunction with the Manager, participate in the ongoing evaluation of service delivery and monitoring of outcomes achieved on behalf of clients • Undertake relevant professional development programs and maintain an appropriate working understanding of relevant policies and regulations in the area of housing and homelessness • Provide high quality reports to the Senior Workers as required • Actively engage with and utilise line management support and processes including regular appraisal, training and professional development and regular supervision • Participate in flexible system of rotating shift work • Other duties as required
Client focus	• Work from a person centred, strengths based approach that enshrines and respects diversity, equality, choice and client participation • Incorporate assertive engagement and rapport building with clients. Create transferable relationships; promote independence and sustainable pathways out of homelessness. Promote therapeutic interventions, engagement with health and other treatment services and social inclusion activities • Incorporate the importance of professional ethics and an ability to adhere to employee/client boundaries • Manage critical incidents, challenging behaviour and act upon immediate risk of danger to self and others as per VincentCare procedures • Regularly liaise with clients to obtain feedback
Administrative function	• Enter all client information into the SCR database and use as the primary mechanism to maintain client records • Timely and accurate completion of client file notes and other documentation in line with relevant legislation and policy and procedure; • Strict adherence to relevant privacy legislation • Ensure that all incidents are recorded into the RiskMan Incident Reporting Tool • Ensure any legal documents and other documents of significance have been sighted by and have the approval of the Manager • Maintain and lead a high standard of record keeping in regard to case notes,

	assessments, case plans, data collection, budgetary requirements, risk reporting, and other information systems associated with VincentCare • Fulfil data reporting requirements to funding providers • Maintain transparent communication throughout the team and within the framework of line management reporting requirements, including providing timely updates as issues arise, providing accurate and relevant information, internal documents and reports as required • Fulfil other related administrative tasks to the highest quality as required & directed
Financial	• Use Housing Establishment Funds (HEF) and program Brokerage in line with VincentCare policies and procedures • Co-ordinate the collection of service fees for Ozanam House residents • Ensure all financial paperwork is completed accurately and uploaded to SCR as required • Adhere to the financial reporting processes of the organization and liaise with the Manager regarding any expenditure.
Compliance	• 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) • 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 VCV policies including work health and safety, equal opportunities, privacy, procurement etc., to meet the required compliance obligations. • Ensure working within appropriate risk management and OH&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. • 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.

Key Contacts

- Manager of Participation and Engagement
- Senior Workers of Engagement
- Senior Workers of Case Management

KEY SELECTION CRITERIA

Qualifications • A relevant tertiary qualification (For example Bachelor Degree) *(required)* • Further qualifications in another discipline or specialist area (For example Graduate Diploma) *(desired and preferred)*
Experience - *Essential* Knowledge of Homelessness

- Direct service delivery experience in homelessness and/or related sectors (*desired and preferred*)
- Experience in working with and supporting Aboriginal and/or Torres Strait Islander people who are experiencing homelessness and presenting with multiple needs, including alcohol and other drugs, mental and/or physical illness, psychosocial, behavioural issues *(desired and preferred*)
- Knowledge and capacity to implement assertive engagement and support
- Experience in assisting clients to achieve positive outcomes
- Knowledge of the Specialist Homelessness, Community Mental Health and Alcohol and Other Drug sectors

Relationship building

- Demonstrated ability to effectively engage people experiencing chronic homelessness.
- Demonstrated commitment to social justice, which drives persistence and an unconditional positive regard
- Experience in liaising with internal programs and other community service organisations for referrals beneficial to client support

Client skills

- Demonstrated understanding of the range of needs and issues affecting people who are homeless or at risk of homelessness
- Demonstrated ability to manage conflict and challenges behaviours
- Ability to apply theory to practice

Shift Work

- Ability and commitment to be available to work a rotating roster, providing 24 hours per day, 7 days per week, 365 days per year staff coverage, as required

Skills and Personal Attributes

- A connection with and/or be a member of the Aboriginal and/or Torres Strait Islander community (*preferred*)
- A values-based and client focused approach to service delivery informed by a demonstrated commitment to social justice issues
- Knowledge and understanding of trauma informed, strengths based and person centred care
- Highly developed communication and relationship management skills and maintain collaborative working relationships with a broad range of stakeholders
- The ability to integrate VincentCare's values into everyday work practice
- Excellent written and verbal communication skills, including computer literacy
- Recognises the importance of data collection in assisting program evaluations, research, and evidenced based decision making
- Demonstrated ability to work independently and as a member of a team, taking direction when required
- Evidenced administrative accuracy and detail, including timely data entry and time management

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.