VincentCare Victoria

POSITION DESCRIPTION

Position title:	Key Worker, Home Care Packages Program
Location:	North Melbourne/Glenroy
Reporting to:	Team Leader, Home Care Packages Program

VincentCare Victoria 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 Victoria'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

Our Motto

People, Place... Purpose

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, disability, 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 in Mornington, 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.

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.

Homeless Recovery Model

Recovering from an experience of homelessness can be a long, complex and traumatising journey. VincentCare Victoria provides a range of programs, services and accommodation options to support people through the journey and enable them to achieve their goals and aspirations. VincentCare's Homelessness Recovery Model is grounded in evidence and the organisation's extensive experience of working with people who are financially and socially disadvantaged. The model is comprised of four key elements that together, provide a comprehensive and integrated approach to ending homelessness:

1. Engagement
2. Coordination
3. Case management and
4. Participation.

Key Worker Model of Practise

The VincentCare case management staffing structure is based on a key worker model within the trans-disciplinary team. A trans-disciplinary team includes staff with a variety of generalist and specialist skills that work collaboratively in the management of clients and case planning. Central to this structure is the primary relationship between the client and the key worker. A focus on the professional relationship with clients and forming a connection with clients is a critical factor in determining success.

The most important elements of achieving good outcomes are found to be strong and trusting relationships between the key worker and the client, highly skilled and supported staff and access to the required housing and support resources. Interpersonal characteristics required of VincentCare key workers include empathy, compassion, and emotional engagement. Being able to develop genuine relationships where people feel safe to grow and challenge themselves is one of the most important elements for effective case management. The more complex a client's situation and the more vulnerable the individual, the more critical is the relationship and our commitment to continuity of care.

Case Management Framework: Standard Community Care:

Standard Community Care includes a Case Co-ordination function and Brokered Case Management. This focuses on assessing needs, referring to services and monitoring ongoing support. The primary task of standard community care is the coordination of services provided by a variety of agencies and

professionals. Case Coordination and Brokerage Case Management models include programs with a strong Consumer Directed Care approach such as Home Care packages and Access and Support. Standard Community Care also includes Clinical Case Management, which involves the provision of a range of services through the development of a holistic case plan. This type of case management includes crisis engagement, housing, mental health, substance abuse treatment, socialisation, daily living skills and employment. Clinical Case Management is appropriate for people experiencing multiple and complex issues and needs.

ROLE SCOPE AND PURPOSE

The purpose of the Key Worker is to create a partnership with the client to design and plan services and supports which meet their needs and aspirations. This partnership is delivered using a Consumer Directed approach as set out in the Aged Care Act 1997, VincentCare Victoria Case Management Framework and VincentCare Victoria program funding agreements.

Outcomes can be achieved through direct actions but most often through the design of supports delivered through other members of the VincentCare team, our service partners and brokers.

The Key Worker is accountable for the care and experience delivered directly through VCV or indirectly with our partners and brokers. Key Workers demonstrate effective decision making practises, seeking to prevent poor experiences/outcomes for the client. They are a key escalation point, able to use their expertise to recover situations or plan for transitions.

ROLE ACCOUNTABILITIES

Key Result Area	Key Accountabilities
Cohort Specific	**Working With Older People** • Applies an understanding of the opportunities and challenges older people may experience as they seek to continue to live independently or to transition to a care setting using the VincentCare Homelessness Recovery Model. • Recognises the effect of disadvantage currently experienced by older people and disadvantage previously experiences in their lives has on a person's wellbeing. • Creates a response to the needs of an older person that utilises the available funding and is compliant with relevant program guidelines. • Recognises the personal journey of change in the older person using the Outcome Star.
Core specifics	• Work collaboratively with the client / client's representatives to design service and support plans that are within the allocated client budget. • Implement plans using VCV services and supports, building a team around the client. • Conveys confidence in the ability of VCV services and the team to respectfully support the client journey. • Coordinate and implement the Home Care Package, or assist clients to implement their own package dependent upon the level of control the client / client's representative has chosen to exercise
Customer focus	• Develop service plans for clients that allow for the VCV team to make decisions in response to client requests.

	• Takes Ownership for the overall client experience delivered through the team. • Maintain effective working relationships with clients to support and encourage the client to remain in his / her home. • Provide clients with choices and active participation opportunities on an ongoing basis. • Carry out assessment, service planning and reviews with clients, liaise as appropriate with clients / client's representatives, carers, existing service providers, ACAS and health professionals and communicate with referring agencies to ensure a coordinated provision of services. • Where requested by the client, provide sustainable case management support. • Act as an advocate for the client / carers to obtain alternate care when transfer or termination of the Home Care Package occurs. • In consultation with the client, and where appropriate, involve nursing and allied health practitioners in a holistic approach to care and support.
Administrative function	• Build service plans that support the client in exercising control over their budget and supports, and that allow scheduling functions to respond efficiently to these requests. • Develop and maintain documentation of referrals, assessment, case plans, case plan reviews and case notes. • Monitor and maintain records of expenditure and ensure client plans align with budget allocations and expenditure. • Ensure procedures for client entry and discharge are followed. • Accurately record service orders and purchase orders that support invoice processing and budget accuracy.
Financial	• Achieves or exceeds established targets. • Meets operational targets for the number of clients whose needs are able to be met via VCV. • Develop and maintain individual client budgets which support the CDC framework of consumer involvement with empowerment and informed decision making. • Orders services and purchases meeting organisation targets for accuracy of information. • Introduces clients to additional/alternate VCV solutions where these are able to meet client need and aspirations. • Reduces costs by the planning of activity, using technology and working through other members of the VCV team.
Compliance *(policy/ procedure/ legislation/ quality accreditation standards/risk management)*	• 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. • 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 SELECTION CRITERIA

Qualifications

Required:

- Qualifications in a case management related course, or tertiary qualifications in Allied Health, Nursing, or Social Work or a Diploma of Community Services Case Management.
- Victorian Drivers Licence.

Preferred

- Certified Case Manager Status with the Case Management Society of Australia (CMSA).

Experience

- Minimum 3 years post graduate experience in the relevant field.
- Experience in working collaboratively with others to design, implement and evaluate solutions created for clients.
- Experience in creating personalised plans with clients which are realistic, sustainable and owned by the client.
- Demonstrated familiarity with Home Care Packages, having previously worked in the community home care environment and a brokerage model of service.
- Experience in assessment and engagement with people who are highly marginalised, socially isolated and difficult to engage, including actively identifying potential clients.
- Experience in the development and maintenance of constructive, empathetic, supportive and long term working relationships with clients, maintain strict professional boundaries, and support Client Directed Care Plans.
- Computer literacy – Microsoft Office and other data bases.

Skills and Personal Attributes

- Ability to maintain self care, reflective practice, resilience, transparency and motivation in a complex and challenging work environment.
- Can work to operational targets, reporting activity accurately and fully.
- Able to solve complex problems, using knowledge, experience and information seeking skills.
- Highly developed verbal and written communication skills.
- Well developed planning, organisational and time management skills.
- Able to work within fixed client budgets.
- The ability to work autonomously within a team based approach.
- Capacity to positively contribute to the team environment, building trusting relationships amongst team members.
- Knowledge of the needs and contributing factors for people who are experiencing homelessness and

marginalisation.

- Knowledge of other services and networks, preferably heath and aged care specific, that support older people within the region.

Mandatory requirements

All appointments within VincentCare Victoria 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.