



Position title:	AOD Key Worker – Inner Melbourne Community Hub (IMCH)
Location:	Inner Melbourne Community Hub
Reporting to:	Senior Worker Quin House and RLAD

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 people 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 that each individual's work culminates in fulfilling our purpose - to engage, enable and empower Victoria's most disadvantaged.

To meet the internal and external drivers of change and success, Vincentcare is in the process of adapting and iterating its Operating Model. This Operating Model will integrate the following six initiatives;

1. Elevating the voice, wisdom and critical value points for clients through methods such as client value mapping, end to end customer value chain mapping and client participation
2. Embedding Reconciliation and Diversity into the whole organisation through methods such as cultural change, systems sensitivity and adaptation.
3. Rigorous use of data, analytics and evidence through methods such as KPI reporting, Outcomes based frameworks, Program Logics and a central data hub.
4. Systematic driving of effectiveness and efficiency through methods such as VincentCare's Homelessness Recovery Model (service model), PDAC, Lean, Toyota Production System, Quality and compliance standards
5. Engaging and aligning our people, leadership and culture through collaborative learning approaches to problem solving, solution design, delivery and continuous improvement at the local and service delivery level
6. Driving financial sustainability through careful financial modelling, key metrics and controls, and long term financial planning.

ROLE SCOPE AND PURPOSE

Quin House, located in Fitzroy, is an 11 bed post-detox residential rehabilitation supported accommodation service for men with co-occurring homelessness and substance dependency. Working from an abstinence-based approach, Quin House provides accommodation, therapeutic groups, case management and counselling for up to 3 months, assisting men to reconnect with their family and/or community of origin, and rebuild their life after substance dependency and homelessness.

The AOD Key Worker supports client pathways into Quin House from Crisis Accommodation, the community and detoxification programs, and remains the primary contact throughout the client journey. The role provides case management, counselling and assists in the facilitation of therapeutic and recovery focused groups to achieve sustainable change, an affordable and appropriate housing exit and independence. The AOD Key Worker is employed for their capacity to develop trusting, persistent and professional relationships with people who are experiencing homelessness and who may present with multiple and complex support needs. These include: Alcohol and other drug issues, psychosocial support needs, forensic histories and homelessness. The position is also responsible for networking and service promotion, managing the Quin House waitlist, intake and assessment into Quin House, case planning, and exit planning.

ROLE ACCOUNTABILITIES

Key Result Area	Key Accountabilities
Core specifics	<ul style="list-style-type: none"> • Case management, counselling and treatment coordination of clients experiencing homelessness and substance dependency, who may present with



	<p>multiple and complex support needs.</p> <ul style="list-style-type: none"> • Develop appropriate individually tailored case plans with clients that are responsive to their needs and goals, and incorporates their strengths. • Develop and maintain a Recovery focused working relationship with clients to help support and maintain change through a case management process. • Contribute to the facilitation of groups which sustain abstinence and recovery from substances, including relapse prevention. • Provide a person-centred approach and an effective specialist care and recovery coordination framework to clients experiencing complex issues such as: significant substance use, and who aim to establish restorative health pathways • Facilitate supported pathways and conduct referrals • Use a strengths-based approach which is responsive to clients' identified needs • Coordinate the program on a day-to-day basis of operations ensuring best practice • Network to promote the service, manage the Quin House waitlist, and coordinate intake and assessment of clients • Work collaboratively with other VincentCare teams and external services to ensure optimum outcomes for the client • Provide AOD sector and services information to clients and staff • Secondary consultation and capacity building for internal and external staff • Contribute to the development, delivery, monitoring, documenting and review of group-based projects and activities. • Coordinate the facilitation of peer mentoring groups at Quin • Contribute to Continuous Quality Improvement • Support clients to understand and adhere to their rights and responsibilities • 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 Worker as required • Actively engage with and utilise line management support and processes including regular appraisal, training and professional development and regular supervision • Other duties as required
<p>Client focus</p>	<ul style="list-style-type: none"> • Incorporate assertive engagement and rapport building with clients • Liaise with primary health, mental health, AOD treatment services and other significant community services for an integrated service response – case conferencing • Work from a person-centred, strengths-based approach that enshrines and respects diversity, equality, choice and client participation • Promote therapeutic interventions, engagement with health and other treatment services and social inclusion activities • Interact, advocate and mediate in ways that respect the equality, diversity, choices, rights, safety and responsibilities of individuals, whilst maintaining strong professional boundaries



	<ul style="list-style-type: none"> • Manage critical incidents, challenging behaviours and act upon immediate risk of danger to self and others as per VincentCare procedures • Regularly liaise with clients to obtain feedback
<p>Administrative function</p>	<ul style="list-style-type: none"> • 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 documentations 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 • Actively participate in on-site briefing/debriefing and staff meetings • Manage critical incidents, challenging behaviour and act upon immediate risk of danger to self and others .Maintain effective working relationships with key stakeholders – firm professional boundaries • In consultation with line-management, attend relevant sector networks and forums, developing strategic networks and links for further enhancement of the program • 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 would prove beneficial to the effectiveness of the Brief Intervention Program, and VincentCare • Readiness to participate in VincentCare’s organising model and strategic planning opportunities • In conjunction with line-management, participate in the ongoing evaluation of service delivery and monitoring of outcomes achieved on behalf of clients • Fulfil other related administrative tasks to the highest quality as required and directed
<p>Financial</p>	<ul style="list-style-type: none"> • Adhere to the financial reporting processes of the organisation and liaise with the line-management regarding any expenditure.
<p>Compliance</p>	<ul style="list-style-type: none"> • 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



	<p>accommodation provision to safeguard employee, resident and visitor health, safety and well-being.</p> <ul style="list-style-type: none"> • 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
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Key Contacts

- Senior Worker of Quin and RLAD
- Manager – Health and Treatment Services
- RLAD Care and Recovery Coordinators
- Visiting and Co-located services

KEY SELECTION CRITERIA

Qualifications

- Relevant tertiary qualifications: a principle discipline as well as Cert IV AOD or the 4 core AOD competencies/mental health competencies, counselling qualifications, and experience in homelessness and/or AOD sectors (required)
 - Further qualifications in another discipline or specialist area (For example Graduate Diploma) (*desired and preferred*)

Experience - Essential

Knowledge of Homelessness and AOD

- Demonstrated direct service delivery experience in homelessness and the AOD services sector
- Knowledge of and the capacity to apply relevant AOD therapeutic frameworks in case management and counselling
- Demonstrated understanding of, and an ability to provide a high level case management and counselling response to people experiencing substance use issues, including the ability to access and integrate specialist supports as required.
- Knowledge of the Specialist Homelessness, Community Mental Health, Health and other treatment services relevant to the client group

Relationship building

- Demonstrated ability to effectively engage people experiencing a significant episode/s of 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

Skills and Personal Attributes

- 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 evidence-based decision making
- Seeks further information/clarification in-house/externally to enhance decision making, knowledge-base, and practice
- 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
- A current Victorian Driver's License is essential

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.