



### POSITION DESCRIPTION

<b>Position title:</b>	<b>CHSP Social Worker (0.5)</b>
<b>Location:</b>	Northern Community Hub
<b>Reporting to:</b>	Team Leader- Outreach Support Services

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, 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 young adults outreach support 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. 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.
5. Driving financial sustainability through careful financial modelling, key metrics and controls, and long term financial planning.

**ROLE SCOPE AND PURPOSE**

The Commonwealth Home Support Programme (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, to improve or maintain their health, wellbeing and independence. Based at the Northern Community Hub, the role will provide outreach support across the LGA's of Hume, Moreland, Darebin, Yarra, Whittlesea and Banyule.

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

The role will have a networking, advocacy and linkages focus, assisting older people experiencing homelessness and disadvantage to engage in clinical and social supports via comprehensive assessment, emotional support, service coordination, and referral.

**ROLE ACCOUNTABILITIES**

Key Result Area	Key Accountabilities
<b>Cohort specifics</b>	<ul style="list-style-type: none"> <li>▪ Assist older people to regain or maintain physical, functional and cognitive abilities which support their independence and capacity to live safely in the community.</li> </ul>



	<ul style="list-style-type: none"> <li>▪ Develop appropriate individually tailored case plans with CHSP clients that are responsive to their needs and goals, and incorporates their strengths and are recovery-focused</li> <li>▪ Understanding and delivering of the MARAM framework</li> <li>▪ Recognises the impact of disadvantage experienced by older people and understands how it may reduce older people’s health and wellbeing.</li> <li>▪ An understanding of hoarding behaviours, elder abuse and the psychosocial aspects of ageing.</li> <li>▪ Provides CHSP sector and services information to clients and staff</li> <li>▪ Advocates for the rights of older people against discrimination.</li> <li>▪ Supports the emotional and practical aspects of adjustment to illness / diagnosis, grief and loss or other lifestyle changes informed by ageing.</li> <li>▪ 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.</li> <li>▪ Contribute to the development, delivery, monitoring, documenting and review of group-based projects and activities.</li> <li>▪ Contribute to Continuous Quality Improvement</li> <li>▪ Support clients to understand and adhere to their rights and responsibilities</li> <li>▪ 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</li> <li>▪ 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</li> <li>▪ Provide secondary consultation and capacity building to other services</li> <li>▪ In conjunction with the Manager and Senior Worker, participate in the ongoing evaluation of service delivery and monitoring of outcomes achieved on behalf of clients</li> <li>▪ Undertake relevant professional development programs and maintain an appropriate working understanding of relevant policies and regulations in the area of CHSP and homelessness ensuring strict adherence to the Aged Care Quality Standards</li> <li>▪ Provide high quality reports to the Team Leader/Manager as required</li> <li>▪ Actively engage with and utilise line management support and processes including regular appraisal, training and professional development and regular supervision</li> <li>▪ Other duties as required</li> </ul>
<p><b>Client focus</b></p>	<ul style="list-style-type: none"> <li>• Incorporate assertive engagement and rapport building with clients</li> <li>• Liaise with primary health, mental health, AOD treatment services and other significant community services for an integrated service response – case conferencing</li> <li>• Work from a person-centred, strengths-based approach that enshrines and respects diversity, equality, choice and client participation</li> <li>• Develop and maintain a Recovery focused and person-centred approach to working relationship with clients to help support and maintain change through a case management and counselling process</li> <li>• Promote therapeutic interventions, engagement with health and other treatment services and social inclusion activities</li> <li>• Interact, advocate and mediate in ways that respect the equality, diversity, choices, rights, safety and responsibilities of individuals, whilst maintaining strong professional boundaries</li> </ul>



	<ul style="list-style-type: none"> <li>• Manage critical incidents, challenging behaviours and act upon immediate risk of danger to self and others as per VincentCare procedures</li> <li>• Regularly liaise with clients to obtain feedback</li> </ul>
<p><b>Administrative function</b></p>	<ul style="list-style-type: none"> <li>• Enter all client information into the SCR database and use as the primary mechanism to maintain client records</li> <li>• Regular check and usage of MAC for referrals</li> <li>• Timely and accurate completion of client file notes and other documentations in line with relevant legislation and policy and procedure</li> <li>• Strict adherence to relevant privacy legislation</li> <li>• Ensure that all incidents are recorded into the RiskMan Incident Reporting Tool</li> <li>• Ensure any legal documents and other documents of significance have been sighted by and have the approval of the Manager</li> <li>• 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</li> <li>• Fulfil data reporting requirements to funding providers</li> <li>• 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</li> <li>• Actively participate in on-site briefing/debriefing and staff meetings</li> <li>• Participate and also deliver a reflective practice session with staff on a specific aged care community health issue</li> <li>• 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</li> <li>• In consultation with line-management, attend relevant sector networks and forums, developing strategic networks and links for further enhancement of the program</li> <li>• 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 VincentCare</li> <li>• Readiness to participate in VincentCare’s organising model and strategic planning opportunities</li> <li>• In conjunction with line-management, participate in the ongoing evaluation of service delivery and monitoring of outcomes achieved on behalf of clients</li> <li>• Fulfil other related administrative tasks to the highest quality as required and directed</li> </ul>
<p><b>Financial</b></p>	<ul style="list-style-type: none"> <li>• Adhere to the financial reporting processes of the organisation and liaise with the line-management regarding any expenditure.</li> </ul>
<p><b>Compliance</b></p>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Ensure awareness of the policy, legislative and other relevant compliance obligations from day one of a working relationship with VincentCare.</li> </ul>



	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• Operate in accordance with VincentCare’s schedule of delegated authorities</li> </ul>
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**Key Contacts**

- Team Leader Outreach Support Services
- Manager of Support Services
- Northern Community Hub Manager

**KEY SELECTION CRITERIA**

<p><b>Qualifications</b></p> <p><b>Required</b></p> <ul style="list-style-type: none"> <li>▪ Relevant qualification in Social Work</li> <li>▪ Eligible for AASW Registration</li> <li>▪ Victorian Divers Licence</li> </ul>
<p><b>Experience, Skills and Personal Attributes</b></p> <ul style="list-style-type: none"> <li>• Demonstrated direct service delivery experience in homelessness or other community services sector and/ or experience working with older people, or people who have prematurely aged due to a lived experience of homelessness.</li> <li>• Demonstrated understanding of, and an ability to provide a high level case management and social work response, including the ability to access and integrate specialist supports as required.</li> <li>• Experience in liaising with internal programs and other community service organisations for referrals beneficial to client support.</li> <li>• Knowledge and understanding of trauma informed, strengths-based and person-centred care.</li> <li>• Evidenced administrative accuracy and detail, including timely data entry and time management.</li> </ul>

**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.

