



Position title:	Client Intake and Support Worker – Quin and RLAD
Location:	Inner Melbourne Community Hub
Reporting to:	Senior Worker – Quin 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-withdrawal residential rehabilitation supported accommodation service for persons who identify as male, 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 those that identify as male to reconnect with their family and/or community of origin, and rebuild their life after substance dependency and homelessness. The Reconstructing Life After Dependency (RLAD) program is a six-month abstinence-based program for clients post-Quin House or other similar residential rehabilitation facilities. It is a recovery-based model of case management and counselling. RLAD also provides support to clients wishing to enter Quin House in a brief intervention capacity.

The Client Intake and Support Worker supports client pathways into Quin House and RLAD. The role is responsible for coordinating referrals into Quin House and RLAD, coordinating the Quin House waitlist and completing the associated administration, working closely with leadership on bed occupancy and the waitlist, undertaking intake and assessments with clients wanting to enter Quin House, liaising with referring agencies/workers and the clients, co-facilitating Quin House information sessions, and support work with Quin and RLAD clients. The Client Intake and Support Worker works closely with the Quin and RLAD teams, and reports to the Senior Workers.

ROLE ACCOUNTABILITIES

Key Result Area	Key Accountabilities
Core specifics	<ul style="list-style-type: none"> • Coordinating referrals into Quin House and RLAD • Coordinating the Quin House waitlist and Working with leadership on the Quin



	<p>House waitlist and bed occupancy</p> <ul style="list-style-type: none"> • Working with clients and their workers who are wishing to enter Quin House and the RLAD program • Ensuring the referral and waitlist administration is completed according to procedure • Undertaking intake and assessments with clients wanting to enter Quin House • Ensuring clients rental obligations with Quin House are fulfilled when entering Quin House • Co-facilitating Quin House information sessions • Assisting with the day to day operations of Quin House and RLAD • Delivering evidence based AOD assessments and support in line with such frameworks as: Motivational Enhancement Therapy, Stages of Change, Harm Minimisation, Solutions Focused Therapy, and Relapse Prevention. • Understanding and delivering of the MARAM framework • Networking and service promotion of Quin and RLAD • 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 • Contribute to the development, delivery, monitoring, documenting and review of group-based projects and activities. • 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 leadership, 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 AOD and homelessness • Provide high quality reports to the Team Leader/Manager 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 • 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 • 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 • Ensure all client information in StarRez and CentrePay is accurate and up to date • 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



	<p>operating practices are embedded within VincentCare’s services and 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
- Senior Worker of AOD Practice
- RLAD Clinicians
- Manager – Health and Treatment Services
- Visiting and Co-located services

KEY SELECTION CRITERIA

Qualifications

- Relevant tertiary qualifications
- Cert IV AOD or the 4 core AOD competencies/mental health competencies (or willingness to complete in the first 12 months of employment)
- Full Victorian Driver’s license

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 frameworks in intake, assessment, and brief intervention
- Demonstrated understanding of, and an ability to provide an assessment and brief intervention 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 substance use challenges
- 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.