



Position title:	Care and Recovery Coordinator
Location:	Inner Melbourne Community Hub (IMCH)
Reporting to:	Manager - Health and Treatment Services

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 Reconstructing Life after Dependency program (RLAD) is an initiative through the Commonwealth's Department of Health and Ageing. The aim of the program is to support men who have experienced complex issues such as homelessness, substance dependency and social marginalization. The program works from a intensive recovery framework providing opportunities to break the cycle of dependency, homelessness and social exclusion by offering support, therapeutic interventions, sponsored accommodation, relapse prevention strategies, health and wellbeing stabilization, life-skills development, relationships building, and support with accessing longer term housing.

The Alcohol and Other Drugs Care and Recovery Coordinator will work with clients who have completed The Quin House recovery program in assisting with a support period of up to six months including comprehensive assessment, devising a client centred Case Plan, therapeutic interventions, group facilitation and a seamless pathway to accessible and responsive services. This program works from an abstinence approach within a harm minimisation framework.

ROLE ACCOUNTABILITIES

Key Result Area	Key Accountabilities
Core specifics	<ul style="list-style-type: none"> ▪ Provide a person centred approach and an effective specialist care and recovery coordination framework to clients experiencing complex issues: chronic substance misuse, aiming to establish restorative health pathways ▪ Use a strengths based approach to devise a recovery care plan with ongoing review which is responsive to client identified needs ▪ Family Inclusive work practises with family members/significant others ▪ Liaison with AOD counsellor and workers to support seamless transitions between service types ▪ Contribute to the development, delivery and evaluation of group based projects and activities for AOD clients ▪ Ensure post treatment tracking process is followed ▪ On going case planning, review and exit planning ▪ Other duties as required, commensurate to the position.
Client focus	<ul style="list-style-type: none"> ▪ Pursue transparent, genuine, empathic, reliable and supportive relationships with clients.



	<ul style="list-style-type: none"> ▪ Maintain a positive and non-judgmental approach regardless of client presentation. ▪ Recognise and respond to each client's experience, support needs and preferences. ▪ Identify and mobilise client individual strengths and capacities. ▪ Incorporate assertive engagement and rapport building with clients. Create transferable relationships; promote independence and sustainable pathways out of substance misuse. Promote therapeutic interventions, engagement with health and other treatment services and social inclusion activities. ▪ Liaise with primary health, mental health, AOD treatment services and other significant community services for an integrated service response – case conferencing ▪ Awareness and willingness to deliver contemporary AOD therapeutic approaches in line with the consortium framework
<p>Administrative function</p>	<ul style="list-style-type: none"> • Maintain and update progress notes and case management documentation consistent with current statutory standards and requirements. • Fulfil organisational requirements for maintaining a Single Client Record. • Ensure that you adhere to Vincent Care's reporting requirements, including target reporting. • Participate in relevant professional development and supervision. • Attendance and contribution to staff meetings, sharing professional knowledge.
<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 (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

- Team Leader Quin House and RLAD
- Manager – Health and Treatment Services

KEY SELECTION CRITERIA

Qualifications

- A relevant tertiary qualification, and /or extensive experience (For example Bachelor Degree) *(required)*
- Certificate IV Community Services (AOD) or 4 core AOD competencies *(required)*
- Further qualifications in another discipline or specialist area (For example Graduate Diploma) *(desired and preferred)*



Experience - Essential

Knowledge of Alcohol and Other Drug Sector

- Experience working in and knowledge of the Alcohol and Other Drug and community services sector.
- Knowledge and capacity to implement comprehensive AOD interventions
- Experience in assisting clients to achieve positive outcomes.
- Knowledge of and the capacity to apply relevant therapeutic frameworks.
- Demonstrated understanding of and an ability to provide a high level case management response to people experiencing substance use issues, including the ability to access and integrate specialist supports as required.
- A broad understanding of relevant Primary and Allied Health services, Alcohol and other Drug Treatment services, Mental Health services, Employment, Education and Training options and affordable housing.

Relationship building

- Demonstrated ability to effectively engage and maintain professional working relationships with people experiencing homelessness and who may be pre-contemplative of support.
- Demonstrated commitment to Social Justice which drives persistence and an unconditional positive regard.
- Experience in liaising with other community service organisations for the development of on-going relationships and referral protocols beneficial to client support.

Skills and Personal Attributes

- Demonstrated ability to tailor the quantity and complexity of information for people who may present in crisis, substance affected or with a cognitive impairment, remaining sensitive to people's individual capacities.
- 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.
- Full Victorian motor vehicle licence. *(required)*

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.