

## POSITION DESCRIPTION

### FIVE-O-PLUS WORKER – SUPPORT AND HOUSING FOR OVER 50S

#### OVERVIEW

<b>Program:</b>	Sacred Heart Central (SHC)
<b>Reports to:</b>	Coordinator SHC
<b>Supervise:</b>	Students
<b>Date of Last Review:</b>	April 2022
<b>Classification:</b>	Social and Community Services Employee Level 4 Sacred Heart Mission Enterprise Agreement 2018 or successor Agreements
<b>Victorian Portable Long Service Benefits Scheme</b>	This role is deemed eligible to participate in the Scheme

#### ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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## VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

## MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

### We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

## PROGRAM INFORMATION

Sacred Heart Mission (SHM) is made up of four Divisions, Client Services, People and Strategy, Business Development and Business Services. Within the Client Services Division, programs are organised across two streams of services, as per the SHM service model: Engagement Hubs and Individualised Planned Support, and Ongoing Support.

### Engagement Hubs

The Engagement Hub services at Sacred Heart Central and the Women's House provide people with a safe space that is welcoming and supportive. Hub services provide access to the necessities of life: healthy food, personal hygiene, emergency relief.

The Hubs also facilitate access to ongoing support through the provision of information and advocacy and our case management services which include referral to specialist services (mental health and AoD) as required. For clients with a limited social support network, Engagement Hubs provide social participation and pathways out of social exclusion. The Hubs are a place to build social connections and to link with professional service.

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## Individualised Planned Support

Individualised Planned Support is an outcome focused, time limited service response tailored to a client's situation. In many cases, this will involve resolving a crisis situation such as addressing immediate homelessness and improving safety and wellbeing.

Individualised Planned Support is provided through our Continuum of Care Case Management services, the Women's House, Homefront (Crisis Accommodation Service), and Journey to Social Inclusion.

## SACRED HEART CENTRAL (SHC)

SHC sits in the engagement hubs and individualized planned support stream.

Within SHC there are several programs that provide an integrated service approach, and these are organised in three groups:

1. Support Services, which provides; homelessness assistance (assertive engagement, crisis intervention, advocacy and support) through the Meeting Place & Duty Work, case management for people over 50 years, and specialist mental health responses
2. Wellbeing Responses, activities, group work and therapies through the Wellness Place. Spiritual Care is also provided.
3. Meals, which provides a daily breakfast and lunch service (an average of 300 meals a day, every day of the year).

**Note:** Owing to COVID, the service model has been adjusted for safety reasons - some alternative responsibilities have been established, such as packaging client lunch bags and serving meals to clients. Some other responsibilities may be amended or unavailable depending on COVID risks at any given time.

## PURPOSE OF THE POSITION

To identify, engage and assist disadvantaged, frail, older adults (50+), who are renting, in insecure housing or who are homeless to remain in the community through accessing appropriate housing linked to community care. The position also supports clients to navigate the aged care service system and to negotiate and manage systemic barriers to access.

## KEY RESPONSIBILITIES

Accountability	Major Activities
Service Delivery	<ul style="list-style-type: none"><li>▪ Provision of planned support plans with a case load of 8 - 12 clients aged 50 and over.</li><li>▪ Deliver coordination of services and individualised support that is co-designed and in partnership with the client.</li></ul>

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Accountability	Major Activities
	<ul style="list-style-type: none"> <li>▪ Provision and reporting of 30 hours of direct client support (face-to-face, advocacy, liaison, documenting) per week.</li> <li>▪ Ensure active and timely maintenance of client records and data collection in accordance with relevant policies and procedures.</li> <li>▪ Use of reablement and restorative care approach.</li> <li>▪ Assertive engagement at SHM engagement hubs: Sacred Heart Central, Women's House, Hands on Health Clinic to obtain referrals and to follow up with case managed clients.</li> <li>▪ Ensure that a welcoming and safe environment is maintained for all in collaboration with other SHC Support staff and Security staff.</li> <li>▪ Provision of client support according to the SHM Case Management Framework practice principles and Commonwealth Home Support Program guidelines.</li> <li>▪ Ensure appropriate referrals are made and followed up to My Aged Care and NDIS.</li> <li>▪ Potential incidents are managed and deescalated, where incidents do occur they are managed in accordance with SHM policies and procedures.</li> <li>▪ Clients are encouraged to participate in the Mission's Client Participation work.</li> <li>▪ Reporting on appropriate Aged Care databases.</li> <li>▪ Report on program issues, service outputs, and areas for development on a monthly basis, and contribute to the preparation of reports for management.</li> <li>▪ Provide professional, current and relevant advice to stakeholders (internal and external).</li> </ul>
<b>Program Participation</b>	<ul style="list-style-type: none"> <li>▪ Ensure links are maintained with other Mission services.</li> <li>▪ Undertake ad hoc (including lunch time) relief in the Meeting Place.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>▪ Attend and participate in fortnightly supervision sessions and individual training.</li> </ul>

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<b>Accountability</b>	<b>Major Activities</b>
	<ul style="list-style-type: none"> <li>▪ Attend and participate in regular practice reflection sessions and contribute to a practice culture that is open, honest and reflective.</li> <li>▪ Participate in yearly professional development and review meetings and regularly monitor individual training and development plan with line manager.</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>▪ Liaise with SHM Program staff.</li> <li>▪ Liaise and maintain relationships with local and visiting community agencies; including The Alfred HOPS Team and Mobile Aged Psychiatry.</li> <li>▪ Foster and develop positive relationships with local services and agencies that work with people who are aged and/or homeless or provide mental health or AoD services.</li> <li>▪ Supervision of students placed at SHC.</li> </ul>
<b>Health and Safety</b>	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
<b>RISK</b>	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
<b>CQI (Continuous Quality Improvement)</b>	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
<b>TIC (Trauma Informed Care)</b>	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

## MANDATORY REQUIREMENTS

- A current Criminal Records Check
- A current Victorian Working with Children Assessment Notice
- Valid driver's license to drive in Australia

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- Obtain First Aid Certificate and CPR within 3 months of employment. Desirable is current First Aid Certificate and CPR.
- Current COVID-19 vaccination certificate

**QUALIFICATIONS**

- Appropriate tertiary degree or associate diploma relevant to the delivery of community services work e.g. social work, community development, nursing or equivalent, or relevant diploma with substantial experience.

**KEY SELECTION CRITERIA**

- Demonstrated knowledge of Aged Care system.
- Demonstrated experience delivering strength-based case management with a complex cohort.
- Excellent communication skills, both verbal and written.
- Computer literacy, competence using databases and word suit.
- High level interpersonal skills, with a demonstrated capacity to work collaboratively with others and through effective advocacy.
- Ability to participate collaboratively and constructively within teams of peers, staff and other stakeholders, as well as initiative and effective personal judgement when working alone.
- Strong alignment with the values of Sacred Heart Mission.

***POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES***

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