

POSITION DESCRIPTION

Workforce Participation Worker

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| Program: | Journey to Social Inclusion (J2SI) |
| Reports to: | Program Coordinator J2SI |
| Supervises: | Nil |
| Date of Last Review: | June 2022 |
| Classification: | Social and Community Services Employee Level 4 Sacred Heart Mission Enterprise Agreement 2018 or subsequent Agreements |
| Victorian Portable Long Service Benefits Scheme | This role has been deemed eligible to participate in Scheme |

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, laundry facilities and primary health support through our GP Clinic.

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 providers (such as lawyers, nurses and vets) or to range of health and wellbeing practitioners through our Hands on Health Clinic.

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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 Case Management services at Sacred Heart Central, the Women's House, Homefront (Crisis Accommodation Service) and through the Wellbeing and Activities Program. Intensive Case Management is provided through the Women, Housing and Complex Needs Program, the St. Kilda Intensive Outreach Team, the Greenlight Supportive Housing Program and the Journey to Social Inclusion Project.

Journey to Social Inclusion

J2SI is an innovative and evidenced based case management service for people experiencing long-term homelessness in Melbourne, Victoria. It differs from traditional homelessness services as it provides the time needed for people to not only access their permanent home, but also have an improved quality of life and increased community connection. Staff have the ability to work intensively with small caseloads and use a combined key worker and team approach to deliver intensive individualised support for up to 3 years to each client.

The J2SI service model delivers 5 key service elements:

- Intensive case management and service coordination
- Rapid housing access and sustaining tenancies
- Trauma informed practice
- Skills for inclusion
- Fostering independence

J2SI will also be evaluated to demonstrate the efficacy of the model and share learnings via independent research and evaluation. J2SI has now been funded for five years through the Victorian State Government's first homelessness social impact bond, providing an exciting opportunity to also test out a new and different funding model to address the issue of chronic homelessness. There are three program teams and client intakes over the five years.

PURPOSE OF THE POSITION

Under general direction of the J2SI Coordinator, the Workforce Participation Worker will work in collaboration with the J2SI Intensive Case Managers to improve economic & workforce inclusion outcomes for J2SI participants through employment placement, volunteering opportunities, links to training, courses and programs, and internal tailored group and individual interventions.

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KEY RESPONSIBILITIES

| Accountability | Major Activities |
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| Service Delivery | <ul style="list-style-type: none"> ▪ Case coordination with the J2SI Intensive Case Managers to develop, action and review individual client economic participation goals as part of the support planning process. ▪ Act as key J2SI liaison person with employment services provider's staff to maximise eligible client employment outcomes ▪ Work with the J2SI Intensive Case Managers individually and in a group to develop skills and build their own capacity to work with J2SI participants on goals related to economic participation. ▪ Identify alternative and additional employment options suitable for the client group, including volunteering, training and work experience, and social enterprise ▪ Identify, design and deliver tailored skills-based group and individual interventions that promote economic & workforce participation readiness. ▪ Provide post-employment support to clients once they have been successfully placed in partnership with existing employment services provider (as relevant) and Intensive Case Managers. ▪ Coordinate case conferences related to employment. ▪ Use an outreach model of service delivery to provide direct services to clients and engage clients (where relevant) with employment services providers. ▪ Apply the objectives and tools of the SHM Case Management Framework and the Trauma Informed Care Framework. ▪ Ensure accurate, professional and timely maintenance of client records and data collection in accordance with relevant policies and procedures. ▪ Contribute to a work place environment, which supports peers, develops teamwork and ensures the provision of quality services for Mission clients. |
| Organisational Participation | <ul style="list-style-type: none"> ▪ Attend and participate in team meetings, service planning days and SHM all staff meetings. |

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| | <ul style="list-style-type: none"> ▪ Demonstrate commitment to continuous quality improvement to enhance systems and procedures in the operations of J2SI. ▪ Contribute to the implementation of the Mission's Strategic Plan. ▪ Comply with Occupational Health and Safety policies and procedures and contribute to a safe working environment. ▪ Contribute to collaborative practice across Client Services Division. ▪ Ensure links are maintained with other Mission services and partnership agencies contributing to J2SI ▪ Support J2SI evaluation activities. |
| Sector Participation | <ul style="list-style-type: none"> ▪ Develop and foster positive relationships with local services and agencies. ▪ Attend relevant network meetings as agreed with Manager. |
| Relationship Management | <p>Foster and maintain positive relationships with:</p> <ul style="list-style-type: none"> ▪ J2SI Program Team ▪ SHM staff ▪ J2SI Service Partners ▪ Employment services providers and employers ▪ J2SI Evaluation Team |
| Case Management Framework (CMF) | <ul style="list-style-type: none"> ▪ All SHM staff participating in Case Management activities are responsible for integrating trauma informed practices and outcomes measurement into their case management process by working collaboratively with clients to identify and peruse positive goals that stabilise their circumstances. |
| Professional Development | <ul style="list-style-type: none"> ▪ Attend and participate in regular supervision sessions ▪ Undertake all mandatory and core training in a timely manner ▪ Participate in annual professional development and review (PDR) process and take responsibility for own training and development plan in collaboration with direct supervisor. |
| Health & Safety | SHM staff are responsible for taking reasonable care of their own health and safety and others in the workplace and are required to comply with relevant policies, procedures, and instructions |
| RISK | All SHM staff are responsible for considering, identifying and addressing risk in accordance with the responsibilities of their position. |

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| CQI (Continuous Quality Improvement) | All SHM staff are encouraged to identify quality improvement opportunities and are responsible for implementing and monitoring CQI initiatives in accordance with the responsibilities of their position. |
| TIC (Trauma Informed Care) | 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. |

MANDATORY REQUIREMENTS

- Eligibility to work in Australia
- A current Criminal Records Check
- A current Victorian Working with Children Assessment Notice
- International Police Checks for staff who have lived outside Australia for more than 12 months within the last 10 years
- Valid driver's license to drive in Australia
- Current COVID-19 vaccination certificate

QUALIFICATIONS

- Appropriate degree qualification relevant to the delivery of community services e.g. Social Work, Psychology, Occupational Therapy or equivalent. Candidates with Diploma qualifications and outstanding relevant experience may be considered.

KEY SELECTION CRITERIA

ESSENTIAL

- Strong background in assisting job seekers experiencing high disadvantage to obtain sustainable employment
- Experience in liaising with a range of stakeholders including employment agencies, employers, volunteer organisations, and social enterprises (desirable)
- Ability to use a case management approach and demonstrated ability to achieve program / client outcomes
- Ability to effectively build the skills and knowledge of team members in your area of expertise
- Ability to work effectively in an outreach capacity
- Strong interpersonal skills along with a high standard of verbal and written communication including report writing
- Ability to manage time, resolve routine problems and meet deadlines with minimal supervision and direction
- Strong alignment with the values of Sacred Heart Mission

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DESIRABLE

- Experience working within an Australian government funded employment service initiative and understanding of employment services contractual requirements
- Specialist experience in a mental health and/or drug and alcohol setting.
- Knowledge of trauma informed practice.

VISION, MISSION AND VALUES

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

- **Welcome** – we welcome and actively engage people in order to build relationships based on respect and trust.
- **Community** - we enable people to feel supported by and connected to the broader community.
- **Challenge** - we challenge the unjust social and economic structures that cause disadvantage, social exclusion, and homelessness.
- **Accountability** - we measure the impact of our work so that we can develop the evidence to address deep, persistent disadvantage and social exclusion.
- **Innovation** - we ensure that our services remain contemporary, creative, responsive, and effective.

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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