



Client Service Officer (CSO)

Position Description

Position Title	Client Service Officer (CSO)
Responsible Council	Parramatta Diocesan Central Council
Reports To	Community Programs Coordinator
Base Location	St. Vincent de Paul Society NSW – Blacktown Community Hub Blacktown (other Hub locations when required)
Primary position objective	The Client Service Officer (CSO) is an important role for building rapport and engaging with clients to be able to identify presenting needs.

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

Blacktown Community Hub Overview

The Blacktown Community Hub is a client support and referral centre with emergency food pantry (Monday – Friday, reception and client support volunteers all trained to engage with people experiencing disadvantage and address requests for assistance. The Community Hub Coordinator oversees all activities at the Hub including a client centred approach to service delivery, volunteer management, training and support and networking with the broader community.

Duties and Responsibilities

Major Responsibilities

- Welcoming clients in a way that builds their confidence in themselves and the service
- Undertake an assessment through a person-centred approach using the WE CARE Framework
- Identify and coordinate a range of supports needed to effect meaningful change.
- Referring clients to appropriate internal/external services if/when required
- Follow up referrals with relevant organisations/services.
- Maintaining relevant case notes and other documentation as required in a timely manner.
- Accurately complete relevant forms as per Blacktown Community Hub's policies and procedures
- Working collaboratively with other team members to ensure clients are well supported
- Support volunteers and members where required.
- Maintaining clients confidentiality and privacy
- Undertake training and development as directed
- Participate in monitoring and evaluation process

Essential Criteria

- Certificate IV in Community Welfare, Counselling or related field
- Experience working with people from disadvantaged communities
- Awareness of common client presentations such as domestic violence, mental health homelessness and drug and alcohol misuse.
- Effective time management and organisational skills
- A Proven communication and interpersonal skills
- Ability to work independently and as a team member
- Computer proficiency including Microsoft Office and database systems
- Current NSW Driver Licence
- Willingness to complete background checks that include Working with Children Check and National Police Check

Desired Skills

- Knowledge of community services within the Blacktown LGA
- Experience with stakeholder engagement

The St Vincent de Paul Society is an Equal Employment Opportunity Employer