



Case Worker

Position Description

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| Position Title | Case Worker |
| Division | Homelessness and Housing |
| Directorate | Vinnies Services |
| Reports To | Team Leader |
| Base Location | Various locations |
| Primary position objective | The position is responsible for the efficient and effective case management support and processes in co-operation with individual clients, for the design, implementation, monitoring, and review of case plans for all clients presenting with a complexity of needs and/or issues that are at risk of homeless/homelessness. The aim is to work towards achieving positive client focused outcomes, including appropriate exit points. |

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 Shops across NSW.

Directorate overview

This position is in the Vinnies Services directorate. The directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives.

Duties and Responsibilities

Client

- Providing case management that is client focused, socially inclusive, non-judgemental and empowering underpinned by best practice principles.
- In conjunction with each client, and using all relevant assessments, developing goal orientated case plans relevant to the specific needs of the individual.
- Documenting all case manager/client interactions, service interactions.
- Using information gained during intake and using this and other relevant material to assist ongoing assessment of client needs.
- Support and assist client in a way that promotes independence, empowerment and prevents a return to homelessness.
- Provide a multidisciplinary and integrated approach to case planning clients, this includes working with other staff as well as staff from other agencies and services involved in a client's care and support.
- Maintain confidentiality according to the Society and legislation.
- Conduct regular case plan reviews with clients
- Working with the client to provide client referrals to a range of appropriate services.
- Provide informal counselling and emotional support to clients.
- Advocate for clients where necessary, including government departments, courts, and service providers.
- Assist clients with living skills and community engagement where appropriate.

Team / Society

- Maintaining a broad understanding of state and federal government policies, that have a direct impact on the delivery of services to homeless/people at risk of homelessness and, as directed, assisting the Team Leader / Regional Manager in responses to any government reviews or sector development
- Maintaining good relationships with other bodies that interact with Vinnies Services and its clients.
- Maintaining an allocated case load.
- Contribute to Policy Development.
- Attend and actively participate in Staff Meetings.
- Providing weekly case work report to interagency, conferences etc and attend regular supervision
- Perform other duties as may be requested from time to time;

Employee

- Keeping up to date with current and leading client management practices in order to provide or facilitate innovative and effective case working practices.
- Participating in training workshops, and ongoing professional development.
- Adhere to all WHS safety policies and procedures and meet WHS legal obligations.
- Work in a collaborative manner with all staff.
- Participate in the annual appraisal process.
- Working within the Vinnies Services Code of Practice and Code of Conduct.
- Participate in a rotating roster, including weekends if relevant

Essential Criteria

Critical Capabilities

There are nine capabilities expected of all people in all roles at all levels across the Society. The level of capability required for this role is outlined below:

- **‘People we Serve’ Centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values Based Leadership:** (Level 2) Enable individuals and teams to be guided by the Society’s mission, vision, values and lay Catholic heritage.
- **Impact Focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society’s mission and implement the Strategic Plan.
- **Change Leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team Performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital Engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and Improvement:** (Level 2) Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial Acumen:** (Level 2) Enable others to use the Society’s resources responsibly and keep expenses within budget.

Role-specific Criteria

- Qualifications in Social Work/Social Science/Community Welfare or other relevant field or equivalent work experience
- Possess good negotiation and conflict resolution skills
- Excellent written and oral communication skills, including Highly developed interpersonal skills with an ability to relate positively and confidently with a wide range of people, in a variety of settings
- Willingness to work within the ethos and Mission Statement of the St Vincent de Paul Society
- Proven organisational skills and the ability to prioritise work/client load
- Sound knowledge of, and an ability to access, a range of relevant community resources, particularly in the areas of drug and alcohol services, mental health, legal assistance, income support, employment service providers, training and accommodation, family assistance and permanent housing options
- Demonstrated ability to work as part of a team and to work independently and unsupervised
- Sound knowledge of WHS legislation as it relates to the workplace
- Understanding of child protection issues, legislation and requirements
- Sound knowledge of the social, community and private rental housing market in NSW
- Demonstrated experience in managing a caseload and case planning, including people with complex and/or high-level needs
- Current NSW driver’s licence
- Current First Aid certificate
- Proficiency with computers

Desired Criteria

- Past experience working with homeless/at risk of homelessness, or marginalised client groups
- Current working knowledge of CIM’s &/or SCIS.

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