St Vincent de Paul Society, NSW
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# Intake Administration Officer

Position Description

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| **Position Title** | Intake Administration Officer |
| **Division** | Homelessness and Housing |
| **Directorate** | Vinnies Services |
| **Reports To** | Manager- Matthew Talbot Newcastle |
| **Base Location** | Matthew Talbot Centre, Hannell St, Wickham |
| **Primary position objective** | The position is responsible for the effective administration of the Matthew Talbot Centre (MTC) reception area including coordinating the Centre's room booking system and processing referrals and coordinating an effective response. |

## 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.

The Matthew Talbot Centre Newcastle is responsible for providing client centered homelessness support service to men with complex needs, rough sleepers, Aboriginal men, men with families, and men exiting institutions. The support services include prevention and early intervention, rapid rehousing, crisis and transition responses, and intensive responses for men (with or without accompanying children) The support service operates across the City of Newcastle and Lake Macquarie Local Government areas.

## Duties and Responsibilities

Client

- Provide a safe and welcoming environment
- Provide reception duties - receive, direct and relay telephone messages
- Ensure that client support is consistent with the Society's Client Service Delivery Model (CSDM) including demonstrating support consistent with trauma informed care practices
- Direct the clients and the general public to the appropriate staff member
- Providing referral information and administration support to external services
- Respond to referrals and conduct client intake assessments
- Record information on data management system
- Liaise with Link2Home staff to provide service outcomes for referrals
- Advocating for clients where necessary to external services
- Respond to public inquiries
- Provide all duties in a respectful, non-judgmental and inclusive attitude and manner, upholding and respecting the rights of clients at all times
- Maintaining confidentiality according to the Society's Code of Conduct and legislation.

Matthew Talbot Centre

- Manage and coordinate community groups/ individual access to the available rooms at the Centre
- Maintain a booking system for all community
- Ensure all relevant booking documentation is provided and recorded
- Ensure all maintenance needs are managed effectively and in a timely manner
- Ensure all WHS practices are adhered to and enforced.
- Pick up and deliver the mail, open and date stamp all general correspondence
- Maintain an adequate inventory of office supplies
- Assist in the planning and preparation of meetings including taking comprehensive minutes
- Maintain the general filing system and file all correspondence

Team/ Society

- Provide administration support to the Matthew Talbot Homeless Services Manager
- Maintain the services petty cash system
- Maintaining good relationships with other bodies that interact with SVDP Support Services, Conference members and its clients.
- Attending and actively participating in Staff Meetings.
- Attending regular supervision
- Performing other duties within the scope of the role as may be requested from time to time;
- Contributing to Policy Development.
- 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, people with substance use disorders and, as directed, assisting Manager / Special Works Manager in responses to any government reviews or sector development

Employee

- Participating in training workshops, and ongoing professional development.
- Adhering to all SVDP WHS safety policies, procedures, and meet WHS legal obligations.
- Working in a collaborative manner with all staff.
- Participating in the annual appraisal process.
- Working within the SVDP NSW Support Services Code of Practice and SVDP Code of Conduct

# 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 1) Deliver or support the delivery of high quality services that promote a hand up for the people we serve
- **Value based leadership**: (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

## Role-specific Criteria

- Minimum Cert IV in relevant field
- Demonstrate proficient knowledge and experience in office administration.
- 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 and the Society's Code of Conduct, and ability to maintain an ethical, yet non-judgmental, attitude Towards residents and staff, and a commitment to this.
- Proven organizational skills and the ability to priorities work/client referrals including people with complex and/or high-level needs,
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Sound knowledge of WH&S legislation as it relates to the workplace.
- Ability to use client data base and Microsoft Office packages such as Word, Excel, Outlook

# Desired Criteria

- 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.
- Experience in working within the community service sector.
- Current First Aid Certificate (or willingness to obtain one)

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