



Case Worker

Position Description

Telephone: (02) 9568 0262
Facsimile: (02) 9550 9383

Position Title	Case Worker, Newcastle Assertive Outreach Team	Email: vinnies@vinnies.org.au
Division	Homelessness and Housing	Website: www.vinnies.org.au
Directorate	Vinnies Services	Donation Hotline: 13 18 12
Reports To	Manager - Matthew Talbot Homeless Service Team Leader – Department of Communities and Justice (“DCJ”) Newcastle Assertive Outreach Team	
Base Location	Department of Communities and Justice Level 5, 670 Hunter Street Newcastle NSW 2300	
Primary position objective	The position is responsible for effective assertive outreach to post crisis support to rough sleepers, with the objective of providing case management and social supports that sustain them in housing. This includes Assertive Outreach street patrols which will occur outside of regular working hours.	

St Vincent de Paul Society

The St Vincent de Paul Society (“the 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.

Service Overview - Newcastle Assertive Outreach

St Vincent de Paul Society have partnered with Department of Communities and Justice ('DCJ') Housing and NSW Health to jointly coordinate outreach to rough sleepers in the Newcastle LGA. As part of this multi-disciplinary team, patrols and other visible activities will create easy opportunities for rough sleepers to connect with the outreach team. The support service includes prevention and early intervention, rapid rehousing, crisis and post crisis, transition responses, and intensive responses for people aged 16 and over who are experiencing rough sleeping in the Newcastle LGA.

Duties and Responsibilities

Client

- Providing assertive outreach/case management with a respectful, non-judgmental, inclusive attitude and manner, upholding and respecting the rights of clients at all times
- Developing goal orientated case plans in conjunction with each client, and using all relevant assessments, conduct regular case plan reviews specific to the needs of the individual reflecting Trauma Informed Care practices
- Make contact within 24 hours of client being placed in Temporary Accommodation
- Document and maintain all client interactions
- Investigate housing options and coordinate housing support
- Maintaining confidentiality within the multidisciplinary team and according to current legislation.
- Advocating for clients where necessary, including government departments, courts, and service providers. This includes providing court reports and attending with the person at court appearances
- Assisting clients with living skills and linking to community activities
- Organising and coordinating regular case management meetings with relevant supports and service providers.

Team

- 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
- Maintaining good relationships with other bodies that interact with the Newcastle Assertive Outreach Team and its clients
- Maintain an allocated case load
- Contributing to rough sleeper engagement practice and policy development
- Attending and actively participating in staff meetings
- Attending regular supervision and peer support
- Performing other duties within the scope of the role 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
- Adhering to all Society and DCJ WHS safety policies and procedures and meet WHS legal obligations
- Working in a collaborative manner with all staff
- Participating in the annual appraisal process
- Working within the Society and DCJ Codes 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 or Qualifications in Social Work/Social Science/Community Welfare or other relevant field.
- Demonstrated experience in working within the homelessness service sector.
- 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.
- Proven organisational skills and the ability to prioritise work/client load 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.
- Current NSW driver’s license.
- Willingness to work collaboratively within a multidisciplinary team adhering with SVDP and DCJ Code of Conduct and ability to maintain an ethical, non-judgmental, attitude towards clients and staff.
- Willingness to work flexible hours outside of standard working hours

Desired Criteria

- An understanding of trauma informed care practices
- Sound understanding of child protection issues, legislation and requirements.
- Demonstrated experience participating at sector networks and forums
- Knowledge of the Going Home Staying Home legislative reforms
- Ability to use client data base and Microsoft Office packages such as Word, Excel, Outlook
- Willingness to travel
- Current First Aid certificate or willingness to obtain one