

Community Linker

Position Description

Position Title:	Community Linker	Telephone: (02) 9568 0262 Facsimile: (02) 9550 9383
Directorate	Vinnies Services	Email: vinnies@vinnies.org.au Website: www.vinnies.org.au Donation Hotline: 13 18 12
Reports To:	Team Leader – Access and Inclusion	
Direct Reports:	N/A	
Base Locations:	Sydney Metro South Regions (Inner West Sydney, South West Sydney, Southern Highlands, East Sydney, South East Sydney and Sydney) Hunter and Central Coast Regions (Upper Hunter, Singleton, Port Stephens, Newcastle, Muswellbrook, Maitland, Lake Macquarie, Dungog, Cessnock and Gosford)	
Primary position objective:	To assist people with disability, their families and carers to be valued and active members of their community.	

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.

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 teams within the directorate and their functions are:

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

Community Inclusion: this team is responsible for state-wide management of excellent community inclusion services, including disability services.

Local Area Coordination (LAC) program: this team is responsible for delivery of the LAC program in partnership with the National Disability Insurance Agency (NDIA).

Health: this team is responsible for state-wide management of excellent health services.

Clinical governance: this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

Service innovation and business development: this team is responsible for service innovation and business development.

Service Overview

Access and Inclusion forms part of the Community Inclusion division at St Vincent de Paul Society NSW and aims to increase inclusion and accessibility for people with disability. The team aims to build capacity of local communities to assist people with disability, their families and carers to be valued and active members of their community. There are three core activities to enable this:

- Community Projects which are initiatives designed to build more inclusive communities
- Better Access Map which is an online platform that allows people to make informed decisions about where they want to go, based on their individual access needs
- Community Linkers who take a strengths based approach to increasing the participation of people with disabilities in their local community

Duties and Responsibilities

The Community Linker works alongside people with disability, their families and carers to identify their own goals and to work towards these. They identify opportunities in the local community, create connections and facilitate inclusion opportunities. They do this by listening with empathy and understanding, building networks of knowledge and supports, opening up connections and opportunities and being passionate and persistent.

It is expected a Community Linker will undertake both individual work as well as promote inclusion through community activities and undertaking community capacity building work. On average, a full time Community Linkers will work with 10-20 people at any given time.

Major Responsibilities

- Take a person centred approach to supporting people to identify their passions, interests and goals and actively supporting them develop the skills and confidence to overcome barriers to community participation
- Provide accurate, relevant and timely information in an accessible format

- Challenge negative community perceptions and raise awareness about the importance of building a more inclusive, welcoming and accessible community
- Provide information and practical support to community organisations, clubs, groups, mainstream services and businesses to address barriers to access and develop more inclusive practices
- Build and maintain strong networks within local community and actively collaborate with the Local Area Coordination program and Information, Linkages and Capacity Building projects in local community
- Promote the participation of people with disability in community forums, interagency meetings and workshops

Administration

- Record interactions of people and community in Smartersoft database within three days of interaction and review own data using quality reporting checklist to ensure it is accurate

Professional Development and Supervision

- Participate in process aimed to develop the team and individual practice including supervision, training
- team activities, reflective practice, internal meetings as well as local, regional and state-wide forums and information sharing activities as required
- Contribute to the development of quality practice, including monitoring and evaluation activities, identifying gaps in practice and resources and participating in regular program reviews
- Adhere to the Society's policies and procedures and Code of Conduct while carrying out work activities including reporting complaints and feedback
- Ensure sound WHS practices are implemented and adhered to as per organisational policy and local systems/procedures i.e. Utilising the Stay Safe App

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'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.

Essential Role-specific criteria

- Lived experience, or demonstrated understanding of the impact of existing or acquiring disability upon individuals, family, carers and the community
- Relevant experience or qualifications in human services or community development
- Ability to apply a person-centered and capacity building approach to service provision
- Understanding of Asset Based community development and ability to apply this to role
- Demonstrated ability to work with limited supervision, manage a variety of tasks and display personal drive and integrity
- Able to operate effectively in a team, contributing positively to team operations and working relationships
- Well-developed communication, presentation, interpersonal and negotiation skills, and the ability to communicate respectfully to all people
- Proficiency in using computer systems including Microsoft Word, Excel and Outlook.
- Willingness to travel within the Hunter, Central Coast and Sydney regions
- Willingness to implement the ethos, mission and Code of Conduct of the St Vincent de Paul Society Current

Desirable Role-Specific Criteria

- NSW Driver's Licence

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