

Crisis Response and After-hours Intake Worker, Homelessness and Housing Services – Metro South

Position Description

Directorate:	Vinnies Services
Reports to:	Manager, Homelessness and Housing Services – St George Sutherland
Direct reports:	NIL
Location:	Flexible within the metropolitan south geographical region.
Primary position objective:	First point of contact for people seeking access to specialist homelessness services and provide information to callers, complete initial client assessments and refer clients to appropriate services.

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

Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services 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.

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.

Program and Service Quality: this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

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

Accountabilities and responsibilities

The Crisis Response and After-hours Intake Worker will:

- Contribute the successful implementation of the Strategic Plan in their team.
- Respond to telephone enquiries from a range of services and clients seeking access to Specialist Homelessness Services managed by Vinnies Support Services, providing information and determining eligibility to access Vinnies Support Services programs.
- Ensure interactions with clients are culturally appropriate and consistent with trauma informed care practices.
- Provide quality customer service and emotional support to clients through phone conversation.
- Conduct initial assessments in accordance with SHS Practice Guidelines and in a client-focused, socially inclusive, non-judgemental and empowering manner.
- Facilitate referrals both internally and externally to appropriate services.
- Maintain an up to date service directory and networks with other service providers.
- Maintain and update information in the CIMS data base including all administrative tasks associated with assessment and referrals.
- Maintain privacy and confidentiality according to the Society's Code of Conduct and Privacy policy and relevant legislation.
- Be aware of and implement relevant government policies and guidelines which pertain to the services provided.
- Maintain a broad understanding of State and Federal government policies that have a direct impact on the delivery of services to people who are homeless or at risk of homelessness.
- Maintain good relationships with other bodies that interact with the Society and its clients.
- Contribute to policy development.
- Attend and actively participating in staff meetings.
- Perform other duties within the scope of the role as may be requested from time to time.
- Participate in training workshops and ongoing professional development.
- Adhere to all Society Work, Health & Safety policies and procedures and meet associated legal obligations.
- Work in a collaborative manner with all staff.
- Participate in the annual appraisal process.
- Contribute to a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Bowral Youth Refuge is operating efficiently.
- Ensure services are compliant with all relevant regulatory and quality standards.
- Ensure critical and other incidents are minimised in our services.

Key working relationships

In addition to the Manager, Homelessness and Housing Services – St George Sutherland and their direct reports, the Crisis Response and After-hours Intake Officer will foster close working relationships with:

- Other Regional and Area Managers - Homelessness and Housing (Vinnies Services).

Essential criteria

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 provide a hand up for the people we serve.
- **Values 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 Community Services or higher-level qualifications in related discipline and 3 years’ experience in the homelessness sector; and domestic and family violence services.
- Knowledge and understanding of the ‘Going Home Staying Reform’, homelessness issues and the operation of Specialist Homelessness Services.
- Minimum three years’ experience in assessment and referral processes within community welfare services.
- Demonstrated experience in assisting people in crisis and the ability to use sound judgement.
- Demonstrated flexibility and responsiveness when dealing with clients with challenging behaviours.
- Demonstrated experience in delivering culturally aware responses to people from culturally and linguistically diverse backgrounds and people from Aboriginal or Torres Strait Islander backgrounds and trauma informed care practices.
- Good written and oral communication skills, including good interpersonal skills, with a demonstrated ability to relate positively and confidently with a wide range of people.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Good 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.

- Sound understanding of child protection issues, legislation and requirements
- Demonstrated ability to use client databases and Microsoft Office packages such as Word, Excel, and Outlook.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Diploma or higher-level qualifications in Social Work/Social Science/Community Welfare or other relevant fields.
- Current working knowledge of CIMS database.
- Ability to speak another language other than English.