

# Client Engagement Officer, Pete's Place – Community Inclusion

## Position Description

<b>Directorate:</b>	Vinnies Services
<b>Reports to:</b>	Coordinator, Pete's Place
<b>Direct reports:</b>	NIL
<b>Location:</b>	Coffs Harbour NSW
<b>Primary position objective:</b>	Provide a variety of support to clients and to assist in the entry and assessment of new clients to the site, and in the daily running of the site.

*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 client engagement officer, Pete's Place will:

- Contribute the successful implementation of the Strategic Plan in their team.
- Provide informal person-centred, trauma informed case work support to the community that access Pete's Place which includes the provision of assessment, the provision of information and supported referral
- Ensure that people have fair and equitable access to the service offerings (i.e. washing facilities, showers etc) and that this is offered through a Human Right lens
- Work collaboratively with the team including volunteers to create a supportive and safe environment for the people we assist, visitors and other stakeholders
- For enquiries outside of expertise connect the enquirer with the appropriate team member
- Ensure that Pete's Place is well maintained, welcoming and appropriate to the needs of the people of access the space
- Assist a variety of client activities including as required events and outreach
- Provide practical support and assistance to enable the people we assist to access supports and get their needs met (eg supporting with transport)
- Liaise with appropriate service staff to ensure client needs are attended to in an effective and efficient manner and providing accurate, up-to-date information and practical support to clients on a range of issues.
- Maintain daily records and client case notes, both electronic and hand written, in a professional manner as per service policy.
- Contribute to a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to effective risk management protocols and procedures that are in place to ensure compliance with legal, employment and governance requirements.

## Critical Key Performance Indicators (KPIs)

- Client's needs are met efficiently and effectively.
- Clients feel welcomed, safe and respected
- Ensure critical and other incidents are minimised in our services.

## Key working relationships

In addition to the Manager, Community Participation and their direct reports, the team member will foster close working relationships with:

- Coordinator, Pete's Place
- North Coast Settlement Support Program Team

## 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

- Relevant Certificate or working towards / or equivalent experience in a related field
- Demonstrated understanding of issues relating to homelessness including but not limited to family breakdown, mental illness, drug, alcohol and gambling addictions.
- Strong customer service skills and in interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experiences, including cultural sensitivity and cross-culture communication.
- Ability to assess the needs and respond to the enquiries of people who are experiencing a range of social / personal issues
- Ability to confidently apply de-escalation strategies in high conflict situations.
- Take a proactive approach to responding to challenges and effectively manage work that is experienced as stressful and seek advice and support in a timely and appropriate manner.
- Ability to prioritise and manage multiple and competing work tasks.
- An ability to maintain an ethical, yet non-judgmental, attitude towards residents and staff, and a commitment to this.
- Ability to use client data base and Microsoft Office packages such as Word, Excel, Outlook

### Desirable

- Current first aid certificate.
- NSW Drivers Licence