Support Worker, South West and Parramatta - Homelessness and Housing Services

Position Description

Directorate:	Vinnies Services
Reports to:	Manager, Homelessness and Housing – South West and Parramatta
Direct reports:	NIL
Location:	Based within geographical region of Service Package or Service
Primary position objective:	Provide support to clients of Homelessness and Housing Services including supporting clients at the site location and to assist in the entry and assessment of new clients at 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 Support Worker will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Contribute to a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.
- Provide a variety of supports to clients and work in cooperation with the case management division in a way that is consistent with a client's case plan.
- Maintain daily records and assist in all aspects of providing accommodation services for clients to an established quality standard.
- Ability to cover a variety of rostered shifts over a 24/7 period based on operational requirements if necessary.
- Ensure that client support is consistent with the Client Service Delivery Model (CSDM), including demonstrating support consistent with trauma informed care practices.
- Client support should be offered at all times with a respectful, non-judgmental and inclusive attitude and manner, upholding and respecting the rights of clients at all times.
- Assist clients to follow relevant rules and procedures of the service.
- Attend to the primary needs of clients.
- Provide a safe and welcoming environment for clients who live at, or are accessing the service.
- Assist and/or supervise a variety of client activities such as groups and programmes.
- Provide case work support as directed and in cooperation with case workers, and support clients in the implementation of their case plans.
- 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 client records and case notes, both electronic and hand written, in a professional manner as per service policy.
- Advocate for clients on a need basis with external agencies.
- Transport of clients as required
- Meet service targets as required by the Supervisor, Society and/or external agencies.
- Ensure that the established accommodation standards are adhered to including:
    - Welcome and orient new clients to the service.
    - Maintain a welcoming environment and organise rooms when a client exits (a separate department in hostels).
    - Conduct regular unit/room inspections.
    - Serving of meals for clients, including the supervision of all activities undertaken by clients and/or volunteers in the kitchen as appropriate.
    - Maintain a clean environment.
    - Ensure bed linen, towels and kitchen linen are laundered to established standard where required.
    - Implement appropriate routines for clients as directed.
    - Other duties related to the accommodation/support for clients as directed/required by Supervisor.

- Responsible for managing the flow of clients and visitors in the building in a safe and responsible manner as set out in service procedure.
- Work in a 'risk management' framework to ensure the safety and security of clients and to be proactive in ensuring that WH&S standards are met and maintained in the workplace.
- Maintain daily Communications Book and other documentation as required.
- Work within and adhere to the Vinnies Services policies and procedures at all times.
- Other duties as directed.

Critical Key Performance Indicators (KPIs)

- Appropriate response to people we service to meet their goals and aspirations, as developed and delivered through the case plan.
- Deliver targets and results within appropriate timeframes.

Key working relationships

In addition to the Manager, Homelessness and Housing – South West and Parramatta and their direct reports, the Support Worker will foster positive working relationships with:

- Key Vinnies Services contacts.
- Managers, Team Leaders, Case Workers, Conferences and Community Support Officers.

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

- Appropriate Certificate or equivalent experience or currently undertaking tertiary study, in a related field.
- Excellent written and oral communication skills.
- Demonstrated customer service skills.
- Ability to work independently and as part of a team.
- Ability to use sound judgement and act appropriately in crisis and emergency situations.
- Current first aid certificate.
- Ability to maintain an ethical, yet non-judgmental, attitude towards residents and staff, and commitment to this.
- Sound knowledge of WHS legislation as it relates to the workplace.
- Ability to work a rotating roster covering day, afternoon and sleepover shifts.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Minimum Cert IV or working towards.
- Demonstrated knowledge of issues relating to homelessness including but not limited to family breakdown, mental illness, drug, alcohol and gambling addictions.
- Experience working in a residential homeless service and/or with homeless clients.
- Experience in a hospitality, accommodation or service environment which required the demonstration of consistent quality standards.
- Ability to use client data base and Microsoft Office packages such as Word, Excel, Outlook.
- Current NSW driver licence.