

Case Worker, Macarthur – Homelessness and Housing Services – Metropolitan South

Position Description

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| Directorate: | Vinnies Services |
| Reports to: | Manager, Homelessness and Housing Services – Macarthur |
| Direct reports: | NIL |
| Location: | Flexible within the metro south geographical region. |
| Primary position objective: | Responsible for the efficient and effective case management support and processes in cooperation with individual clients, for the design, implementation, monitoring, and review of case plans for all clients presenting with a complexity of needs and/or issues that are at risk of homelessness. |

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 Case Worker will:

- Contribute the successful implementation of the Strategic Plan in their team.
- Provide case management that is client focused, socially inclusive, non-judgemental and empowering underpinned by best practice principles.
- In conjunction with each client, and using all relevant assessments, developing goal orientated case plans relevant to the specific needs of the individual.
- Develop 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.
- Document all case worker/client interactions.
- Use information gained during initial assessment and using this and other relevant material to assist ongoing assessment of client needs.
- Support and assist clients in a way that promotes independence, empowerment and prevents a return to homelessness.
- Provide a multidisciplinary and integrated approach to case planning clients, this includes working with other staff as well as staff from other agencies and services involved in a client's care and support.
- Meet service targets as required by the Manager, Homelessness and Housing – Macarthur.
- Maintain confidentiality according to the Society's Code of Conduct and legislation.
- Provide client referrals to a range of appropriate services.
- Advocate for clients where necessary, including government departments, courts, and other service providers.
- Assist clients with living skills and community engagement where appropriate.
- Provide informal counselling and emotional support to clients.
- Maintain a broad understanding of State and Federal government policies that have a direct impact on the delivery of services to people experiencing or at risk of homelessness and, as directed, assisting the Coordinator in responses to any government reviews or changes.
- Maintain good relationships with other bodies that interact with Sydney Archdiocese and its clients.
- Maintain an allocated caseload.
- Contribute to policy development.
- Attend and actively participating in staff meetings.
- Provide weekly case work report to the Manager, Homelessness and Housing – Macarthur and attend regular supervision.
- Perform other related duties as may be requested from time to time.
- Keep up-to-date with current and leading client management practices in order to provide or facilitate innovative and effective case working practices.
- Participate in training workshops and ongoing professional development.
- Adhere to all Society WHS policies and procedures and meet WHS 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.
- Contribute to the effective risk management protocols and procedures 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.
- 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 – Macarthur and their direct reports, the Case Worker, DVRE will foster close working relationships with:

- Support Workers (Vinnies Services);
- Caseworkers (Vinnies Services);
- Volunteers and members (Membership, Volunteers and Regional Operations).

Essential criteria

Critical capabilities

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

- **'People we serve' centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 2) Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

Role-specific criteria

- Qualification/s in Social Work/Social Science/Community Welfare or other relevant field or equivalent work experience.
- Possess good negotiation and conflict resolution skills.
- 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.
- Sound 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.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Sound knowledge of WHS legislation as it relates to the workplace.
- Understanding of child protection issues, legislation and requirements.
- Sound knowledge of the social, community and private rental housing market in NSW.
- Demonstrated experience in managing a caseload and case planning, including people with complex and/or high-level needs,
- Demonstrated ability to use client database and Microsoft Office packages such as Word, Excel, Outlook.
- NSW driver licence.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Past experience working with homeless/at risk of homelessness, or marginalised client groups.