

Vinnies Assist Referral & Information Officer

Position Description

Directorate:	Vinnies Services
Reports to:	Vinnies Assist Team Leader
Direct reports:	N/A
Location:	Woolloomooloo, NSW
Primary position objective:	Vinnies Assist is a new state-wide inbound call centre. The Vinnies Assist team will deliver information, intake and referral services to all incoming enquiries across all directorates of the Society. It will provide a central point of assistance for anyone seeking services from the NSW SVDPS.

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.

Disability 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.

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

Accountabilities and responsibilities

The Vinnies Assist Referral & Information Officer will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Contribute to a team culture characterised by partnership and collaboration to achieve positive outcomes for people calling Vinnies Assist.
- Provide interactions with callers which are culturally appropriate and consistent with trauma informed care practices.
- Provide an excellent level of customer service to callers to ensure they are referred on appropriately internally across NSW SVDPS directorates or to external service providers.
- Provide information, intake and referral services for all Vinnies Services across NSW.
- Process donations and payments received by telephone.
- Maintain and update information in the Society's databases including all administrative tasks associated with assessment and referral.
- Contribute to the Society's effective safeguarding of children, act in accordance with the organisation's Code of Conduct and comply with the organisation's Workplace Health and Safety practices.
- Contributing to providing feedback, attend training as required and keeping Vinnies Assist information from across all directorates of the Society current.
- Manage their time effectively, adhering to a break schedule and maintaining selfcare and well-being.

Critical Key Performance Indicators (KPIs)

- Calls are managed in accordance with agreed service requirements
- Appropriate records of calls are maintained in Society systems
- Excellent customer service is provided to callers
- Ongoing collaboration between directorates staff, members and volunteers

Key working relationships

In addition to the Vinnies Assist Line Team Leader and their direct reports, the Vinnies Assist Team Leader will foster close working relationships with:

- Managers and Team Leaders (Vinnies Services);
- Manager Fundraising and Development (Commercial Enterprise, Fundraising and Communications);
- Complaints Resolution Officer (Corporate Services);
- Manager Membership Programs (Membership, Volunteers and Regional Operations);
- Manager Membership Experience (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 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

- Demonstrated ability to receive and transfer a large volume of calls effectively
- 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 over the phone.
- Demonstrated flexibility and responsiveness when dealing with clients with challenging behaviours on the phone.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Knowledge of drug and alcohol rehabilitation, mental health, homelessness, domestic violence, disability and other related community services.
- An 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

- Certificate 3 in Community Services, Disability Services, Health Services or higher, working towards or equivalent in experience.
- Experience working in a membership-based organisation to support and empower members and volunteers.