

# Outreach Case Worker, Matthew Talbot Hostel Woolloomooloo – Homelessness and Housing Services

## Position Description

<b>Directorate:</b>	Vinnies Services
<b>Reports to:</b>	Accommodation Manager, Matthew Talbot Hostel, Woolloomooloo
<b>Direct reports:</b>	NIL
<b>Location:</b>	Woolloomooloo
<b>Primary position objective:</b>	Provide assertive outreach and case management to homeless persons and / assist in helping people stabilise and sustain their accommodation. This includes Assertive Outreach Street patrols which at times will occur outside of regular working hours. A key feature will be a focus on building and fostering a collaborative approach amongst internal and external services delivering services to the client group.

*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 and Inclusion:** this team is responsible for state-wide management of excellent disability and inclusion 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 Outreach Case Worker will:

- Ensure the successful implementation of the Strategic Plan within their directorate.
- Provide assertive outreach services by directly approaching people in their environment, who are homeless or at risk of homelessness to develop relationships with them.
- Provide these clients with the skills, information, and options they need to be empowered and make informed choices about their behaviour.
- Connect clients to drug and alcohol, housing, health, mental health and other mainstream services, through supported referrals or other appropriate means.
- Develop networks and work collaboratively with support services, government agencies and other appropriate service providers to provide clients with seamless and 'joined up' services.
- Undertake home visits with clients located in temporary and transitional housing
- Create collaborative partnerships with other key stakeholders and services.
- Where appropriate develop case plans with the clients, provide ongoing support to achieve the case plan and monitor, review and follow up the case plan.
- Meeting service targets as required by the manager, Society and/or external agencies.
- Collect and collate statistics and data as required.
- Attend staff meetings and training as directed.
- Ensure that the Society effectively safeguards children. Ensure that staff and volunteers complete relevant pre-engagement checks (National Criminal History check, and where required Working with Children Check); act in accordance with the organisation's Code of Conduct and Member and Volunteer Charter; and comply with the organisation's Workplace Health and Safety program.
- Ensure 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)

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

## Key working relationships

The role will have a key important working relationship with the Inner-City case Management team ,

In addition to the Manager, Matthew Talbot Woolloomooloo, the Outreach Case Worker will foster close working relationships with:

- Key Vinnies Services Directorate contacts
- Homelessness and Housing division Managers, Team Leaders and Support Workers,
- Local 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

- Minimum TAFE Certificate IV or currently undertaking tertiary study, in welfare or related field.
- Extensive experience working with rough sleepers in the community.
- Extensive experience working within an Assertive Outreach model
- Demonstrated knowledge of issues relating to homelessness including but not limited to family breakdown, mental illness, drug, alcohol, and gambling addictions.
- Demonstrated awareness of appropriate local community support services for homeless clients, including government agencies and NGOs, and the capacity to build and maintain strong relationships with such service providers.
- Excellent written and oral communication skills.
- Sound computer skills.
- Awareness and understanding of the Work Health and Safety legislation and a commitment to promoting safe work practices.
- Ability to use sound judgement and act appropriately in crisis and emergency situations.

## Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.