

Client Support Officer – all regions

Position Description

Directorate	Membership, Volunteers and Regional Operations
Reports to:	Regional Director, South
Direct reports:	NIL
Location:	South - Wagga
Primary position objective:	The Vinnies Support Centre is a client support and referral centre with emergency food pantry (Monday – Friday), reception and client support volunteers all trained to engage with people experiencing disadvantage and address requests for assistance. The Client Service Officer (CSO) acts as a point of referral for conference members who assess their clients' needs more support and conducts client interviews using the WE Care model.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Membership, Volunteer and Regional Operations directorate. The teams within the directorate and their functions are:

Member and Youth Experience: this team is responsible for state-wide membership strategy and engagement; member recruitment and onboarding; Conference support; youth and schools' strategy and engagement; and learning and development needs identification.

Member Programs: this team is responsible for state-wide program management and will support local delivery of membership programs, services and assistance including WE CARE, EAPA, NILS, ERF, Twinning and other emerging programs.

Volunteer Experience: this team is responsible for state-wide volunteer strategy and engagement; volunteer recruitment and onboarding (including compliance); and learning and development needs identification.

Regional Operations: this team is responsible for local implementation of conference engagement; member engagement; volunteer engagement; WE CARE process; regional leadership; community engagement; community needs analysis; and enabling functions coordination.

Accountabilities and responsibilities

The Client Support Officer will:

- Contribute to the successful implementation of the Strategic Plan within their region.
- Ensure the services provided are compliant with the policies, procedures and ethos of the Society.
- Maintain awareness of local issues and community needs.
- Welcoming clients in a way that builds their confidence in themselves and the service.
- Undertake an assessment to identify the range of support needed by people we assist.
- Coordinate referral to appropriate internal and external services when required.
- Monitor/track outcome of referrals and undertaking evaluation following prescribed processes.
- Complete documentation i.e. case notes, relevant forms etc in a timely manner.
- Work collaboratively with members and other team members and consistently using the person-centred approach using the WE CARE Framework to ensure that people we assist are well supported.
- Undertake an assessment through a person-centred approach using the WE CARE Framework.
- Support members as part of the conference lead model of care with home visits and provide assistance to clients referred by members and keep members updated on outcomes.
- Advocate on behalf of the interests of individual clients experiencing disadvantage to resolve issues.
- Maintain relevant case notes and other documentation as required in a timely manner.
- Accurately complete relevant forms as per policies and procedures.
- Support volunteers and members where required.
- Maintaining client's confidentiality and privacy.
- Undertake training and development as directed.
- Participate in monitoring and evaluation process.
- Foster a spirit of cooperation and team work amongst employees, volunteers and Society members.
- Assist with the recruit, train and roster e volunteers, maintaining a professional team.
- Monitor the keeping of records and statistical information ensuring that employees and volunteers comply with all legal and organizational obligations including confidentiality.
- Ensure accurate statistics are maintained and reports submitted in accordance with Society requirements.
- Ensure all assistance allocated to clients has been supplied.
- Liaise with their direct Manager and report on the activities of the Vinnies Support Centre.
- Contribute to the operation of the service is compliant with the Work Health and Safety Act 2011 and Society policies and procedures.
- Contribute to all Centre employees and volunteers are familiar with emergency procedures and current WHS requirements.
- Participate in risk assessments to identify potential hazards and control measures.
- Participate in all Work Health and Safety training or demonstrations as required.
- Contribute to a safe working environment for members, staff and volunteers by adhering to 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.

Critical Key Performance Indicators (KPIs)

- Improve client experience and engagement across the region.
- Deliver effective provision and program support.
- Community Hub is operating effectively.

Key working relationships

In addition to the Manager, Member and Community Engagement and their direct reports, the Community Support Officer will foster close working relationships with:

- Regional Council President and Regional Council members;
- Conference Presidents and members;
- Regional Directors, (Membership, Volunteers and Regional Operations);
- Member Experience Officer (Membership, Volunteers and Regional Operations);
- Member Learning and Development Needs Coordinator (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 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

- Cert IV in social sciences, education, social work, psychology, welfare, health studies or related area.

- Experience and effectiveness in liaising with government and non-government agencies/departments.
- Demonstrated understanding of the issues involved in working with people dealing with challenging issues.
- Effective communication and interpersonal skills.
- Demonstrated administrative skills, especially in coordination and organisation.
- Ability to work independently, collaboratively and effectively with people with diverse backgrounds and experience.
- Effective problem solving, time management and organisational skills.
- Competent computer skills.
- Demonstrated knowledge of WHS requirements.
- Experience working with vulnerable populations including people from culturally and linguistically diverse (CALD) backgrounds, and those dealing with mental illness, disability, and/or alcohol or other drug issues.

Desirable criteria

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