

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

## Position Description

<b>Directorate:</b>	Vinnies Services
<b>Reports to:</b>	Manager, Matthew Talbot Newcastle
<b>Direct reports:</b>	NIL
<b>Location:</b>	Based within the geographical region of service package or service.
<b>Primary position objective:</b>	Provide support to clients of the service including undertaking case work with homeless persons and / or persons in danger of becoming homeless and to assist in helping people stabilise their accommodation.

*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 Outreach Case Worker will:

- Contribute the successful implementation of the Strategic Plan in their team.
- Case manage persons who are accommodated to ensure their accommodation remains stable.
- Undertake home visits with clients located in temporary, transitional or permanent accommodation.
- Create collaborative partnerships with other key stakeholders and services.
- 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 while maintaining client confidentiality.
- Attend to the primary needs of clients.
- Provide a safe and welcoming environment for clients who are accessing the service.
- 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.
- Maintain client records and case notes, both electronic and hand written, in a professional manner as per service policy.
- Meeting service targets as required by the manager, Society and/or external agencies.
- Collect and collate statistics and data as required.
- Supervise volunteers/Students on placement according to their training organisations requirements (including home visits).
- Attend staff meetings and training as directed.
- Conduct risk assessments where appropriate.
- Contribute to 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 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, Matthew Talbot Newcastle and their direct reports, the Outreach Case Worker will foster close working relationships with:

- Key Vinnies Services contacts.
- Managers, Support 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

- Minimum TAFE Certificate IV or currently undertaking tertiary study, in welfare or related field.
- Previous experience providing support to marginalised and vulnerable people support to homeless persons.
- 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 NGO's, and the capacity to build and maintain strong relationships with such service providers.
- Excellent written and oral communication skills.
- Sound computer skills.
- Ability to work independently and as part of a team.
- 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.
- NSW driver licence.

### Desirable criteria

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