

First Nations Traineeship - Homelessness and Housing Services

Position Description

Directorate:	Vinnies Services
Reports to:	Manager – Housing & Homelessness
Direct reports:	NIL
Location:	Based within geographical region of relevant Service Package or Service
Primary position objective:	An entry level position in which you gain a Certificate III Community Services, while getting practical experience working in services supporting people who are homeless or at risk of homelessness.

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

An applicant's race a genuine occupational qualification and is authorised under Section 14 of the Anti-Discrimination Act 1977, NSW

For Traineeships at St Vincent de Paul Domestic and Family Violence services being a women is a genuine occupational qualification

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 & 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.

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

Accountabilities and responsibilities

The Housing and Homelessness First Nations Trainee will:

- Complete a Certificate III Community Services including attending classes and completing tasks, assessment and assignments; including practical elements of the learning.
- Provide a safe and welcoming environment for clients who live at, or are accessing the service.
- 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.
- Assist clients to follow relevant rules and procedures of the service.
- Maintain client records and case notes, both electronic and hand written, in a professional manner as per service policy.
- Work within and adhere to the Vinnies Services policies and procedures at all times.
- Other duties as directed.

Critical Key Performance Indicators (KPIs)

- Complete all training as required for the Certificate III Community Services
- Establish a good working relationship with clients and staff
- Complete tasks with professionalism

Key working relationships

In addition to the Manager Housing & Homelessness at the relevant service the First Nations Trainee will foster positive working relationships with:

- Managers, Team Leaders, Case Workers, Support workers
- Identified First Nations Mentoring and Development Manager
- 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

- Be of Aboriginal or Torres Strait Islander descent
- Willingness to undertake a Certificate III in Community Services.
- Willingness to gain a first aid certificate
- An interest in supporting individuals and/or families who are homeless or at risk of homelessness and may have underlying mental health, drug and alcohol addictions, trauma and/ or be fleeing Domestic and Family Violence.
- Strong communication skills
- Ability to maintain an ethical, yet non-judgmental, attitude towards clients and staff, and commitment to this.
- Willingness to work as part of a team.

Desirable criteria

- Current NSW driver licence.