

Brokerage Coordination Officer, South / West – Homelessness and Housing Services

Position Description

Directorate:	Vinnies Services
Reports to:	Regional Manager, Homelessness and Housing – South / West
Direct reports:	NIL
Location:	Based within Wagga Wagga or surrounding area
Primary position objective:	Assist the Regional Manager in the provision of the administrative functions for Eastern Murrumbidgee Service Package and the Brokerage Coordination Support.

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 Brokerage Coordination Officer will:

- Participate in the annual People, Potential and Growth process.
- Work in a collaborative manner with the staff team.

Alliance Work

- Provide the secretarial function to the Eastern Murrumbidgee Service Subcontractors group meeting
- Attend all Subcontractors meetings; record and distribute minutes in a timely manner (minutes distributed via email week following meeting).
- Monitor and Administer the Brokerage Program of Eastern Murrumbidgee Alliance to ensure the effective distribution of identified Brokerage dollars in accordance with DCJ SHS Brokerage Guidelines and the Alliances' Case Coordination Terms of Reference.
- Attend brokerage meetings; record and distribute meeting minutes in accordance with case coordination Brokerage Terms of Reference.
- Liaise with relevant organisations to ensure all invoices are appropriately prepared and forward same to Accounts Department for swift reimbursement of expenses or direct payment to suppliers on behalf of clients.
- Monitor the distribution of Brokerage dollars
- Establish, schedule and monitor the client review process to keep Case Coordination Group Members up to date on client progress providing opportunities to discuss any anomalies.
- Establish and monitor relevant client repayment plans.
- Assist Regional Manager in the smooth operation of Alliances and execute tasks as directed.
- Provide quarterly Brokerage Reports to Alliances' Governance Groups; identifying the number of clients assisted, LPG's serviced, total dollars approved/distributed in each and outcomes achieved.
- Data entry on SCIS and attend to relevant updates and end of month requirements.
- Be involved in continuous quality improvement activities e.g. accreditation, review of policies and procedures.
- Provide written reports and statistics on activities as requested by the Regional Manager.
- Maintain confidentiality according to the service's policy and procedure.

Vinnies Services

- Provide administrative support to Regional Manager -South
- Participate in Vinnies Services Planning sessions.
- Attend Staff Development Sessions.
- Maintain WHS Standards according to Service Manuals & policy and procedure documents.
- Attend Training and development
- Contribute to the effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.
- Other duties as required

Critical Key Performance Indicators (KPIs)

- Client's needs are met efficiently and effectively.
- Eastern Murrumbidgee Brokerage Coordination service is managed effectively to meet Program Description Service delivery
- Ensure services are compliant with all relevant regulatory and quality standards.

Key working relationships

In addition to the Regional Manager, Homelessness and Housing – South / West and their direct reports, the Brokerage Coordination Officer will foster close working relationships with:

- Subcontractors within the Eastern Murrumbidgee Service Package
- Case Management (Vinnies Services);
- Accounts Officer (Finance and Corporate Services);
- Members and Volunteers;
- Various government agencies.

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 experience in administrative procedures.
- 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.
- Good organisational skills and ability to prioritise tasks in a busy environment.
- Strong attention to accuracy and detail.

- Willingness to work within the Society's Code of Conduct and ability to maintain an ethical, yet non-judgemental, attitude towards volunteers, clients and staff, and a commitment to this.
- Demonstrated ability to use client database and Microsoft Office packages such as Word, Excel, Outlook.

Desirable criteria

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