

Case Worker, DVRE – Homelessness and Housing Services – Metropolitan South

Position Description

Directorate:	Vinnies Services
Reports to:	Manager, Homelessness and Housing Services
Direct reports:	NIL
Location:	Flexible within the metro south geographical region.
Primary position objective:	Responsible for the efficient and effective crisis response and case management support for women with/out children that are presenting for assistance due to impact of/ experiencing family and domestic violence

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 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 Case Worker will:

- Provide outside of business hours crisis response to women with/without children escaping domestic and family
- Provide non-judgemental, inclusive intake assessments and case management support that is person-focused and trauma-informed for women, women with children escaping domestic and family violence, underpinned by best practice principles.
- Provide a multi-disciplinary and integrated approach to service delivery through offering information and advice, emotional support, advocacy, making internal and external referrals, completing reporting and providing practical assistance to clients as per their identified needs and goals.
- Support and assist clients in a way that promotes independence, empowerment and prevents a return to homelessness.
- Produce detailed, quality and timely documentation of all service delivery, in line with contractual and organisational requirements.
- Adhere to the Society's Code of Conduct, organisational policies and legislation.
- Maintain a broad understanding of State and Federal government policies and best practice principles that have a direct impact on the delivery of services to people experiencing or at risk of homelessness and domestic and family violence and, as directed, assisting the organisation with quality and review processes.
- Maintain professional and constructive relationships with team members, other agencies and support people to enable collaborative and quality service.
- Attend and actively participating in staff meetings, supervision and other quality and professional development requirements
- Perform other related duties as may be requested from time to time.
- Contribute to a safe working environment for all Society personnel by ensuring compliance with legal, employment and governance requirements, including but not limited to risk management, Work, Health & Safety, Safeguarding, Incident management.

Critical Key Performance Indicators (KPIs)

- Client's needs are met efficiently and effectively.
- Ensure services are compliant with all relevant regulatory and quality standards.
- Ensure critical and other incidents are minimised in our services.

Key working relationships

In addition to the Manager, Homelessness and Housing Services –and their direct reports, the Case Worker, DVRE will foster close working relationships with:

- DVRE case workers (Vinnies Services);
- Support Workers (Vinnies Services);
- Caseworkers (Vinnies Services);
- Volunteers and members (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 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 2) Encourage innovative behaviour to improve existing and new services and ways of working.

Financial acumen: (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

Role-specific criteria

- Qualification/s in Social Work/Social Science/Community Welfare highly regarded domestic and family violence experience or other relevant field or equivalent work experience
- Demonstrated experience in managing crisis intervention and case work for women with/without children experiencing domestic and family violence and/ or homelessness, including people with complex and/or high-level needs,
- Sound knowledge of crisis, social, community and private rental housing market in NSW.
- Possess good problem solving and conflict resolution skills
- Excellent written and oral communication skills, including highly developed interpersonal skills with an ability to relate positively and confidently with a wide range of people, in a variety of settings.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Understanding of child protection issues, legislation and requirements.
- Demonstrated ability to use client database and Microsoft Office packages such as Word, Excel, Outlook
- NSW driver licence.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Past experience working with domestic and family violence homeless/at risk of homelessness, or marginalised client groups.