

# Child and Young Persons Case worker – Homelessness and Housing Services

## Position Description

<b>Directorate:</b>	Vinnies Services
<b>Reports to:</b>	Team Leader
<b>Direct reports:</b>	NIL
<b>Location:</b>	Inner West /City LGA's
<b>Primary position objective:</b>	To provide direct services to accompanied children and young people living in a refuge/transitional housing who are experiencing, or who have experienced, DFV

*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 disability and inclusion 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

- Work within the Society's current Child Safe Framework
- Develop case plans that prioritise the safety and well-being of children and young people.
- Supporting children young people in ways that promotes independence.
- Facilitating one-to-one and group sessions with parents and children to provide support to children and family unit.
- Supporting children, young people and families to be connected with education/training, community, culture, family and country.
- Collaborating with services to provide wrap around support for children and young people.

### 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.

Ensure that required safeguarding reporting occurs within the required timeframes

Deliver targets and results within appropriate timeframes

Provide quarterly case reports as per funding agreement

### Key working relationships

- Support Workers (Vinnies Services);
- Caseworkers/Parent engagement worker (Vinnies Services).
- Child Safeguard team (Vinnies Services)

### Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

**'People we serve' centric:** (Level 2) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.

**Values based leadership:** (Level 2) 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 2) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.

**Change leadership:** (Level 2) Support the implementation of change.

**Team performance:** (Level 2) Develop own performance and contribute to team performance.

**Digital engagement:** (Level 2) 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**

- Diploma of Community Services or currently undertaking tertiary study, in welfare or related field.
- Experience working with women and children impacted by family violence
- Demonstrated understanding of the Children and Young Persons (Care and Protection) Act 1998
- Demonstrated awareness of relevant local community support services for people affected by homelessness, and the capacity to build and maintain strong relationships with such service providers.
- Strong problem solving and decision-making skills both day to day and in crisis situations
- High level of computer literacy
- Excellent organisational, administrative and time management skills
- Understanding of contemporary domestic violence practice, including the gendered nature of violence and working with trauma
- Understanding and commitment to supporting Aboriginal and CALD families, ensuring a culturally responsive approach
- Experience in, and willingness to deliver education programs to children and young people and their families
- Compliance checks; Working With Children Check; National Criminal History Check
- NSW driver licence

### **Desirable criteria**

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

