

Case Worker, Eastern Suburbs/Inner West – Homelessness and Housing Services

Position Description

Directorate:	Vinnies Services
Reports to:	Manager, Homelessness and Housing Eastern Suburbs
Direct reports:	NIL
Location:	Based within geographical region of Service Package or Service
Primary position objective:	Provide specialist domestic violence support to clients who are homeless, or at risk of homelessness through a case management response. Role will move the person through homelessness into long term 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.

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 Case Worker will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.
- Refer clients to appropriate external services and link to life skill and educational programs.
- 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.
- Assist clients to follow relevant rules and procedures of the service.
- 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
- Other administrative duties as directed.
- Supervise placement volunteers and students according to their training organisations requirements.
- Attend staff meetings and training as directed.

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, Homelessness and Housing and their direct reports, the Case Worker will foster positive working relationships with:

- Key Vinnies Services contacts.
- Managers, Support Workers,
- Conferences and Members
- 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.
- Extensive knowledge of the issues in women's homelessness, including current practices in the NSW context of responses to domestic and family violence.
- Demonstrated experience in case management or outreach service delivery experience in the homelessness sector.
- Highly developed interpersonal skills with an ability to relate positively and confidently with a wide range of people.
- Knowledge of child protection issues, legislation and requirements.
- Proficiency with computers and industry-related software is required.
- NSW driver licence
- To be female is a genuine requirement for this position under Section 31 of the Anti-Discrimination Act 1977.
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Desirable criteria

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