

Vinnies Assist Information & Referral Officer

Position Description

Directorate:	Vinnies Services
Reports to:	Manager, Vinnies Assist
Direct reports:	N/A
Location:	Woolloomooloo, NSW
Primary position objective:	Vinnies Assist is a state-wide inbound & outbound call centre. The Vinnies Assist team will deliver information, intake, and referral services to all incoming & outgoing enquiries across all directorates of the Society. It will provide a central point of assistance for anyone seeking services from the NSW SVDPS.

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 Vinnies Assist Information & Referral Officer will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Contribute to a team culture characterised by partnership and collaboration to achieve positive outcomes for people calling Vinnies Assist.
- Provide interactions with callers which are culturally appropriate and consistent with trauma informed care practices.
- Provide an excellent level of customer service to callers to ensure they are referred on appropriately internally across NSW SVDPS directorates or to external service providers.
- Provide information, intake, referral services and actively refer to our internal specialist services across NSW or externally where appropriate in accordance with SHS Practice Guidelines, NDIS Guidelines and Health Guidelines, in a client focused, socially inclusive, non-judgemental and empowering manner.
- Provide quality customer service and emotional support to clients through phone conversation.
- Facilitate referrals both internally and externally to appropriate services.
- Process donations and payments received by telephone.
- Maintain and update information in the Society's databases including all administrative tasks associated with assessment and referral.
- Contribute to the Society's effective safeguarding of children, maintain privacy and confidentiality in accordance with the organisation's Code of Conduct and Privacy policy and relevant legislation, comply with the organisation's Workplace Health and Safety practices.
- Contributing to providing feedback, attend training as required and keeping Vinnies Assist information from across all directorates of the Society current.
- Participate in People Performance & Growth appraisal process.
- Work in a collaborative manner with all staff.
- Contribute to the effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.
- Contribute to processes for accreditation, including Quality Innovation Performance (QIP) Health & Community Standards (7th Edition), National Health Standards, NDIS (Disability) Standards.
- Ensure that work is conducted in a manner that demonstrates values of cultural respect for Aboriginal and Torres Strait Islander peoples and diverse communities in accordance with SVDP NSW Reconciliation Action Plan (RAP), Code of Conduct and EEO principles.
- Participate in continuous improvement initiatives to enhance service delivery and consumer outcomes.
- Participate in regular reviews of the Vinnies Assist assistance line and the intake and referral line.
- Manage their time effectively, adhering to a break schedule and maintaining selfcare and well-being.

Critical Key Performance Indicators (KPIs)

- Calls are managed in accordance with agreed service requirements

- Appropriate records of calls are maintained in Society systems
- Excellent customer service is provided to callers
- Balancing limited resources and high-volume workloads to meet competing consumer needs to achieve positive outcomes
- Provide a welcoming and engaging environment to consumers who may be accessing Society services for the first time
- Identifying barriers consumers may face when attempting to access Society's services
- Taking personal responsibility for acting in ways that consistently place the consumer at the centre of service delivery
- Ongoing collaboration between directorates staff, members and volunteers

Key working relationships

In addition to the Vinnies Assist Team and their direct reports, the Vinnies Assist Team will foster close working relationships with:

- Team Leaders (Vinnies Services);
- Fundraising and Development (Commercial Enterprise, Fundraising and Communications);
- Retail Operations (Commercial Enterprise, Fundraising and Communications);
- Complaints Resolution Officer (Office of the CEO);
- Membership Programs (Membership, Volunteers and Regional Operations);
- Membership Experience (Membership, Volunteers and Regional Operations);
- Policy & Advocacy Officer (Office of the CEO);
- Legal Officer (Office of the CEO);
- Recruitment Partner (People & Culture);
- People and Culture Partner (People & Culture);
- Financial Accounting (Finance)

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 Certificate III in Community Services or other related discipline, or relevant experiences in Community Services, Disability, Aged Care, Drug & Alcohol, Welfare.
- Demonstrated experience in assisting people in crisis and the ability to use sound judgement and/or own lived experiences.
- Experience in a similar customer service role within the not-for-profit sector.
- Demonstrated ability to receive and transfer a large volume of calls effectively.
- 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 over the phone.
- Ability to use sound judgment and act appropriately in crisis and emergency situations.
- Demonstrated flexibility and responsiveness when dealing with clients with challenging behaviours on the phone.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Knowledge of drug and alcohol rehabilitation, mental health, homelessness, domestic violence, disability, welfare and other related community services.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Good knowledge of and an ability to access a range of relevant community resources, particularly in the areas of drug and alcohol, mental health, disability, welfare, domestic family violence, homelessness, case management and outreach services, legal assistance, income support, community inclusion, employment services, training and accommodation, family assistance, and housing options internally and externally.
- Sound understanding of child protection issues, legislation and requirements.
- Demonstrated ability to use client databases and Microsoft Office packages such as Word, Excel, and Outlook.

Desirable criteria

- Certificate III or IV in Community Services, Disability Services, Health Services or higher, working towards or equivalent in experience.
- Experience working in a membership-based organisation to support and empower members and volunteers.
- Current Working knowledge of the Society Client Information System or Online Client Support Model for Conferences.
- Ability to speak another language other than English.