Case Worker, Coniston – Homelessness and Housing Services

Position Description

Directorate:	Vinnies Services
Reports to:	Manager, Homelessness and Housing - Illawarra
Direct reports:	NIL
Location:	Based within geographical region of Service Package or Service
Primary position objective:	Provide support to clients of Homelessness and Housing Services including undertaking case work with homeless persons and/or persons in danger of becoming homeless.

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.

Community 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:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Contribute to a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.
- Engage with persons sleeping rough and/or those people in danger of becoming homeless.
- Conduct initial intakes and assessments.
- Refer clients to appropriate external services and link to life skill and educational programs.
- Provide crisis intervention where appropriate.
- Provide information, resources and support.
- Advocate on behalf of the client at Government Departments, Courts and other service providers.
- Undertake home visits with clients located in temporary or transitional accommodation.
- Contribute to and explore options to people reach their full potential.
- Create collaborative partnerships with other key stakeholders and services.
- 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.
- Attend to the primary needs of clients.
- Provide a safe and welcoming environment for clients who are accessing the service.
- Assist and/or supervise a variety of client activities as directed.
- 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.
- Manage the flow of clients and visitors in the building in a safe and responsible manner as set out in service procedure.
- Receive, respond to and redirect phone calls, mail and other correspondence for both staff and residents.
- Participate in maintaining a daily Communications Book.
- 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 - Illawarra and their direct reports, the Case Worker will foster positive working relationships with:

- Key Vinnies Services contacts.
- Managers, Support Workers, Conferences and 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.
- Previous experience providing support to marginalised and vulnerable people support to homeless persons.
- Demonstrated knowledge of issues relating to homelessness including but not limited to family breakdown, mental illness, drug, alcohol and gambling addictions.
- Demonstrated awareness of appropriate local community support services for homeless clients, including government agencies and NGO's, and the capacity to build and maintain strong relationships with such service providers.
- Excellent written and oral communication skills.
- Sound computer skills.
- Ability to work independently and as part of a team.
- Awareness and understanding of the Work Health and Safety legislation and a commitment to promoting safe work practices.
- Ability to use sound judgement and act appropriately in crisis and emergency situations.
- NSW driver licence.

Desirable criteria

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