

# Engagement Worker - Disability and Inclusion

## Position Description

<b>Directorate</b>	Vinnies Services
<b>Reports to:</b>	Manager, Inclusion
<b>Direct reports:</b>	nil
<b>Location:</b>	Woolloomooloo
<b>Primary position objective:</b>	Support and facilitate activities and services that promote exceptional impact, service and engagement that contribute to the broader outcomes of those experiencing disadvantage.

*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

The Engagement Worker will:

- Contribute to the successful implementation of the Strategic Plan within their directorate.
- Support and contribute to social engagement activities that reflect consumer voice and are evidence informed practice.
- Provide and model excellent customer service for general enquiries, membership or volunteering enquiries, donor enquires, and requests for support or assistance including intake assessment and external referral.
- Support people experiencing disadvantage to engage and participate in programs and activities that meet service outcomes.
- Contribute to key partnerships that align to the targeted service outcomes for people we assist.
- Ensure rigorous data capture and reporting that contribute to continuous improvement.
- Contribute to a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Contributing to effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

## Critical Key Performance Indicators (KPIs)

- Measure and report on service impact and outcomes and use this information to contribute to recommendations for continuous improvements.
- Ensure needs of people experiencing disadvantage are met efficiently and effectively through services offered or referral.

## Key working relationships

In addition to the Manager – Inclusion, Regional Manager – Metro, and their direct reports, the Engagement Worker will foster close working relationships with:

- Matthew Talbot Clinic (Vinnies Services)
- Team Leaders and their direct reports, Intensive Case Management Team (Vinnies Services)
- Accommodation Manager and their direct reports, Matthew Talbot Hostel (Vinnies Services)
- Matthew Talbot Catering (Vinnies Services)
- Local community organisations

## 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 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 2) Enable and facilitate participation 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

- Relevant qualification/s and / or demonstrated experience in community services and / or other relevant area.
- Demonstrated experience working with people experiencing disadvantage due to homelessness, the impact of trauma, mental health issues, alcohol and other drug issues and / or unemployment.
- Strong interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experiences, including cultural sensitivity and cross-culture communication.
- Ability to assess the needs and respond to the enquiries of the people that use the service.
- Ability to confidently apply de-escalation strategies in high conflict situations.
- High level computer literacy and time management skills.
- Excellent organisational and time management skills with the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Adaptability and flexibility to changing work environments and requirements.

### Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Demonstrated skills in trauma informed practices and mental first aid.
- Current first aid certificate.