

## Critical Response and after-Hours Intake Worker

# Position Description

<b>Directorate</b>	Vinnies Services
<b>Reports to:</b>	Manager, Homelessness and Housing
<b>Direct reports:</b>	Nil
<b>Location:</b>	Flexible within any of the Society's main metropolitan or regional offices across NSW.
<b>Primary position objective:</b>	Processing referrals and coordinating an effective response outside of normal business hours for women with or without children who are leaving domestic/family violence and providing a variety of support to clients at the site location.

*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 Crisis Response and After-hours Intake Worker will:

- Contribute the successful implementation of the Strategic Plan in their team.
- Respond to telephone enquiries from a range of services
- Ensure interactions with clients are culturally appropriate and consistent with trauma informed care practices.
- Provide quality customer service and emotional support to clients through phone conversation.
- Conduct comprehensive client initial assessment in accordance with SHS Practice Guidelines and in a client-focused, socially inclusive, non-judgemental, and empowering manner.
- Refer eligible clients to designated accommodation services in accordance with established protocol
- Attend site for all client arrivals into accommodation and Complete relevant documentation.
- Maintain an up-to-date service directory and networks with other service providers.
- Maintain and update information in the CIMS data base including all administrative tasks associated with assessment and referrals.
- Maintain privacy and confidentiality according to the Society's Code of Conduct and Privacy policy and relevant legislation.
- Be aware of and implement relevant government policies and guidelines which pertain to the services provided.
- Maintain a broad understanding of State and Federal government policies that have a direct impact on the delivery of services to people who are homeless or at risk of homelessness.
- Maintain good relationships with other bodies that interact with the Society and its clients.
- Contribute to policy development.
- Attend and actively participating in staff meetings.
- Perform other duties within the scope of the role as may be requested from time to time.
- Participate in training workshops and ongoing professional development.
- Adhere to all Society Work, Health & Safety policies and procedures and meet associated legal obligations.
- Work in a collaborative manner with all staff.
- Participate in the annual appraisal process.
- Ensure that the Society effectively safeguards children. Ensure that staff and volunteers complete relevant pre-engagement checks (National Criminal History check, and where required Working With Children Check); act in accordance with the organisation's Code of Conduct and Member and Volunteer Charter; and comply with the organisation's Workplace Health and Safety program.
- Ensure a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

## Critical Key Performance Indicators (KPIs)

- Client's needs are met efficiently and effectively.

- Ensure services are compliant with all relevant regulatory and quality standards.
- Ensure critical and other incidents are minimised in our services.

## Key working relationships

In addition to the Manager, Homelessness and Housing, and their direct reports, the Critical Response and After-hours intake worker will foster close working relationships with:

- Case workers SGS
- Support workers SGS
- Kingsway Community care Staff
- Salvation Army Staff
- Link2home
- DV Line
- Police
- Hospitals

## Essential criteria

### Critical capabilities

- **'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 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates, and teams to create opportunities, solve challenges, foster the Society's mission, and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 2) Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.
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## **Role-specific criteria**

- Appropriate Diploma or highly regarded domestic and family violence experience or other relevant field or equivalent work experience
- Demonstrated experience in managing crisis intervention and case work for women with/without children experiencing domestic and family violence, including people with complex and/or high-level needs,
- Possess good problem solving and conflict resolution skills
- Excellent written and oral communication skills, including highly developed interpersonal skills with an ability to relate positively and confidently with a wide range of people, in a variety of settings.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Understanding of child protection issues, legislation and requirements.
- Demonstrated ability to use client database and Microsoft Office packages such as Word, Excel, Outlook
- NSW driver license.

## **Desirable criteria**

- Current working knowledge of Specialist Homelessness Service CIMS database.
- Experience working in a crisis accommodation service.