



Case Worker – Project Worker

Position Description

Position Title	Case Worker / Project Worker
Responsible Council	State Council, St Vincent de Paul Society NSW Support Services
Reports To	Team Leader or Equivalent
Base Location	Vinnies Services Deniliquin (this role requires a willingness to provide support at varying locations)
Primary position objective	<p>The Position is responsible for efficient and effective case management support and processes in co-operation with individual people, for the design, implementation, monitoring and review of case plans for all people presenting with a complexity needs and/or issues that are experiencing or at risk of homelessness</p> <p>The aim is to work towards achieving positive people focused outcomes, including appropriate exit points while utilising trauma informed care and cultural competency best practices.</p> <p>Develop and facilitate relevant groups that specifically address the needs of people we assist.</p> <p>Liase with community and stakeholders to implement community development strategies.</p>

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

Every day in NSW the Society helps thousands of people through Home Visitation, Hospital Visitation, Prison Visitation, Homeless Services for Men, Women and families, Migrants & Refugee Assistance, Support for those living with a mental illness, Supported Employment Services for People with an intellectual and other disabilities, Vinnies Centres, Overseas Relief, Disaster Recovery, Budget Counselling and Youth Programs.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

Duties and Responsibilities

People we Assist – Case Management

- Provide outreach/case management with a respectful, non-judgement and inclusive attitude and manner, upholding and respecting the rights of the people we assist at all times.
- Developing goal orientated case plans in conjunction with each person we assist and using all relevant assessments, conduct regular case plan reviews specific to the needs of the individual reflecting Trauma Informed Care practices.
- Developing, facilitating and co-facilitating groups as necessary.
- Documenting all case management interactions.
- Using information gained during intake and using this and other relevant material to assist assessment of needs.
- Supporting and assisting people in a way that promotes independence, empowerment and prevents a return to homelessness.
- Providing a multidisciplinary and integrated approach to case planning clients, this included working with other staff as well as staff from other agencies and services involved in a goal plan.
- Maintaining confidentiality according to the Society and legislation.
- Working with people to provide referrals to a range of appropriate services.
- Advocating where necessary including government departments, courts and service providers.
- Assisting people with living skills and community engagement where appropriate and via group work.
- Organising and conducting case management meetings with other networks.

Team / Society

- Maintaining a broad understanding of state and federal government policies that have a direct impact on the delivery of services to homeless/people at risk of homelessness, people with substance use disorders and as directed, assisting the Team Leader/ Regional Manager or equivalent in response to any government reviews or sector development.
- Maintaining good relationships with other bodies that interact with SVDP Services.
- Maintaining an allocated case load.
- Contributing to Policy Development
- Attending and actively participating in Staff Meetings.
- Attending regular supervision.
- Performing other duties within the scope of the role as may be requested from time to time.
- Create and facilitate relevant groups to the people we assist in consultation with team members.

Employee

- Keeping up to date with current and leading client management practices in order to provide or facilitate innovative and effective case working practices.
- Participating in training workshops and ongoing professional development.
- Adhering to all SVDP WHS safety policies and procedures and meet WHS legal obligations.
- Working in a collaborative manner with all staff.

- Participating in the annual appraisal process.
- Working within the services Code of Practice and SVDP NSW Code of Conduct.
- Participating in a rotating roster including weekends.
- Follow direction and supervision of Team Leaders in relation to the design and implementation of appropriate workshops relevant to persons we assist needs and in line with the SHS Service Specifications and Reconnect.

Essential Criteria

- Participate in an on call roster
- Minimum Cert IV in relevant field and/or substantial relevant experience or higher level qualifications in Social Work/Social Science/Community Welfare or other relevant field.
- Demonstrated experience in working with children and young people.
- 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.
- Willingness to work within the ethos and Mission Statement of the St Vincent de Paul Society and the Society's Code of Practice and ability to maintain an ethical, yet non-judgmental attitude towards residents and staff and a commitment to this.
- Proven organisational skills and the ability to prioritise work/client load including people with complex and/or high-level needs.
- Sound knowledge of, and an ability to access, a range of relevant community resources, particularly in the areas of drug and alcohol services, mental health, legal assistance, income support, employment service providers, training and accommodation, family assistance and permanent housing options.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Sound knowledge of WH&S legislation as it relates to the workplace.
- Current NSW driver's license.
- Current First Aid certificate or willingness to obtain one (within a timeframe of being employed with the Society)
- Ability to use client data base and Microsoft Office packages such as Word, Excel, and Outlook.
- Willingness to travel as some mobility of location may be required to meet the needs of the clients.

Desired Criteria

- Minimum Diploma level or higher
- Past experience working with homeless/at risk of homelessness, or marginalised client groups and an understanding of trauma informed care practices.
- Experience in running groups, programs and activities.
- Knowledge of childhood development and the effects of trauma on children.
- Sound understanding of child protection issues, legislation and requirements.
- Ability to speak a language other than English.
- Ability to facilitate groups (where relevant to the specific role)

The St Vincent de Paul Society is an Equal Employment Opportunity Employer