



Client Service Officer

Position Title Client Service Officer

Telephone: (02) 9560 8666

Facsimile: (02) 9550 9383

Responsible Council Parramatta Central Council (PCC)

Email: vinnies@vinnies.org.au

Website: www.vinnies.org.au

Donation Hotline: 13 18 12

Reports To Blacktown Community Hub Coordinator

Base Location Blacktown Community Hub

Primary position objective The Client Support Officer (CSO) is an important role for building rapport and engaging with people we assist to be able to identify presenting needs. They are one of the initial contacts together with the Administration Support volunteer and therefore critical to the likely accomplishment of client's personal goals.

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.

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.

Parramatta Central Council

The Parramatta Central Council of the St Vincent de Paul Society, NSW (PCC), covers a large area from Parramatta to Blackheath, Warragamba to Richmond taking in a number of Local Government areas.

With as many as 100 cultures represented in the area, the demand for assistance is growing and diverse in nature. With the population in Western Sydney predicted to double by 2036 it is expected that demand for assistance will increase.

PCC is divided into 6 Regional Councils: 47 Conferences; 480 Conference members; 22 Vinnies Stores, 4 Special Works (including no interest loans, pathways to education, counselling, social work, advocacy and other programs) and over 1600 volunteers.

Blacktown Community Hub

The Blacktown Community Hub is a client support and referral centre with emergency food pantry (Monday – Friday) , reception and client support volunteers all trained to engage with people experiencing disadvantage and address requests for assistance. The Community Hub Coordinator oversees all activities at the Hub including a client centred approach to service delivery, volunteer management, training and support and networking with the broader community.

Responsibilities of the Client Service Officer

Client Services

- Welcoming clients in a way that builds their confidence in themselves and the service
- Undertake an assessment through a person-centred approach
- Work using the WE CARE framework
- Identify and coordinate a range of supports needed to effect meaningful change. This can include but not limited to: food; utility bills etc.
- Referring clients to appropriate internal/external services if/when required
- Follow up referrals with relevant organisations/services.
- Maintaining relevant case notes and other documentation as required in a timely manner.
- Accurately complete relevant forms as per Blacktown Community Hub's policies and procedures
- Working collaboratively with other team members to ensure clients are well supported
- Support volunteers and members where required.
- Maintaining clients confidentiality and privacy
- Undertake training and development as directed
- Participate in monitoring and evaluation processes

Stakeholder Relations

The Community Hub Coordinator develops and supports key stakeholder relationships including:

- Work closely with the Community Hub Program Coordinator to implement procedures to support the administration and growth of membership and membership networks to support the work of the Hub
- Develop and maintain quality relationships with a range of key stakeholders including community organisations, Government Departments, and health professionals to facilitate the effective provision of support and information to clients
- Participate in community events as directed by the Coordinator within the local community to promote the Society and PCC

Essential Criteria

- Certificate IV in Community Welfare, Counselling or related field
- Experience working with people from disadvantaged communities
- Awareness of common client presentations such as domestic violence, mental health, homelessness and drug and alcohol misuse.

- Proven communication and interpersonal skills
- Computer proficiency including Microsoft Office and database systems
- Effective time management and organisational skills
- Ability to work independently and as a team member
- Current NSW Driver Licence
- Current Working with Children Check and National Police Check or willingness to obtain
- Willingness to work within the ethos and mission of the Society
- Adhere to all Society WHS policies and procedures and meet WHS legal obligations

Desirable Skills

- Demonstrated understanding of the Not for Profit sector
- Training and group work experience

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