



## Support Worker

### Position Description

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**Position Title** Support Worker

**Reports To** Site Manager

#### Base Location

**Primary position objective** To provide a variety of support to clients at the site location. To assist in the entry and assessment of new clients at the site, and in the daily running of the site.

### 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.

### Organisational Overview

SVDP NSW Support Services provides support for people experiencing or at risk of homelessness in NSW. It is a Special Work of the St Vincent de Paul Society of NSW and is comprised of 15 plus different programs across the state. SVDP NSW Support Services cares for single men and women, women and children, two parent families, men with children and young men and women who are experiencing or at risk of homelessness. All our services provide case-management and advocacy for each client.

## **Duties and Responsibilities**

### Major Responsibilities

1. Provide a variety of supports to clients and working in cooperation with case workers in a way that is consistent with a client's case plan.
2. To maintain daily records and assist in all aspects of providing accommodation services for clients to an established quality standard
3. Ability to cover a variety of rostered shifts over a 24/7 period based on Operational requirements if necessary

### Client Support

- Ensuring that client support is consistent with the Client Service Delivery Model (CSDM) including demonstrating support consistent with trauma informed care practices
- 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.
- Liaise with external agencies regarding vacancies and requests for accommodation.
- 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 live at, or are accessing the service.
- Assist and/or supervise a variety of client activities such as groups and programmes
- Provide case work support as directed and in cooperation with case workers, and support clients in the implementation of their case plans.
- Liaison with appropriate service staff to ensure client needs are attended to in an effective and efficient manner and providing accurate, up-to-date information and practical support to clients on a range of issues.
- Maintain client records and case notes, both electronic and hand written, in a professional manner as per service policy.
- Advocate for clients on a needs basis with external agencies.
- Transporting of clients as required
- Meeting service targets as required by the site lead, Society and/or external agencies.

### Accommodation Coordination and Associated Functions

Ensure that the established accommodation standards are adhered to including:

- Welcome and orientate new clients to the service
- Maintain a welcoming environment and organise rooms when a client exits (a separate department in hostels).
- Conduct regular unit/room inspections.
- Serving of meals for clients, including the supervision of all activities undertaken by clients and/or volunteers in the kitchen as appropriate
- Maintaining a clean environment.
- Ensuring bed linen, towels and kitchen linen are laundered to established standard.
- Implement appropriate routines for clients as directed.
- Collect and process payments where appropriate
- Other duties related to the accommodation/support for clients as directed/required by site lead.

### Administrative and WHS duties

- Responsible for managing the flow of clients and visitors in the building in a safe and responsible manner as set out in service procedure.
- Working in a 'risk management' framework to ensure the safety and security of clients and to be proactive in ensuring that WH&S standards are met and maintained in the workplace
- Maintain daily Communications Book and other documentation as required
- Work within and adhere to the Support Services policies and procedures at all times.
- Other duties as directed.

### **Essential Criteria**

- Minimum TAFE Certificate IV in community services
- Experience working within community services with clients experiencing domestic violence and/or homelessness,
- Experience in dealing with challenging behaviours,
- Knowledge of Keep Them Safe reporting process
- Demonstrated customer service skills
- Ability to work independently and as part of a team
- Willingness to work within the ethos and vision of St Vincent de Paul Society
- Ability to use sound judgement and act appropriately in crisis and emergency situations
- Current first aid certificate
- An ability to maintain an ethical, yet non-judgmental, attitude towards residents and staff, and a commitment to this.
- Sound knowledge of WH&S legislation as it relates to the workplace.
- Ability to work a rotating roster covering day, afternoon and sleepover shifts.

### **Desired Criteria**

- Previous experience working within a refuge environment
- Knowledge and training in Domestic Family Violence, understanding of mandatory reporting requirements
- Experience and knowledge with working with clients experiencing mental health and AOD issues.
- Demonstrated knowledge of issues relating to homelessness including but not limited to family breakdown, mental illness, drug, alcohol and gambling addictions
- Experience working in a residential homeless service and/or with homeless men.
- Experience in a hospitality, accommodation or service environment which required the demonstration of consistent quality standards
- Ability to use client data base and Microsoft Office packages such as Word, Excel, Outlook
- Current NSW Drivers Licence

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