



Site Leader – Marian Centre

Position Description

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Position Title	Site Leader – Marian Centre
Responsible Council	Sydney Archdiocese Central Council
Reports To	Specialist Homelessness Services (SHS) Coordinator
Reports From	Support Workers
Base Location	Inner West
Primary position objective	The position holder is primarily responsible for: <ul style="list-style-type: none">• the effective day to day operations of Marian Centre crisis accommodation service, and• leading a team of site-based support staff, ensuring support is provided in an holistic client-centred, trauma informed framework.

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 employees. 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

Sydney Archdiocese provides support for people experiencing or at risk of homelessness in the Family & Community Services (FACS) districts of South East Sydney, Inner West Sydney and South West Sydney. Its Client Support Services provide case management and advocacy for single men and women, couples without children and families, in their homes or in crisis or transitional accommodation.

Duties and Responsibilities

Supervision and Leadership

- Provide regular supervision, guidance and leadership to the Support Worker team at Marian Centre, including administration and kitchen staff.
- Ensure that all support to clients by the support worker team is consistent with the Society's Client Service Delivery Model (CSDM) and is based on best practice trauma informed and cultural safety principles.
- Facilitate collaborative relationships with the case management team and other relevant internal and external stakeholders.
- Ensure good WHS practice and compliance in the team with Sydney Archdiocese administrative requirements.
- Lead continuous quality improvement activities related to the effective operation of the site e.g. review of policies and procedures. Understand budget parameters and, where possible, present possible strategies for improvement.

Client

- Facilitate a safe and welcoming environment for clients who live at or are accessing the service.
- Implement strategies that assist clients to follow relevant rules and procedures of the service.
- In cooperation with case workers, ensure the team supports clients in line with their goal-orientated case plans and use information gained through interactions with clients to assist ongoing assessment of client needs.
- Liaise with appropriate service staff to ensure client needs are attended to in an effective and efficient manner and provide accurate, up-to-date information and practical support to clients on a range of issues.
- Maintain confidentiality according to the Society's Code of Conduct and legislation.

Team / Society

- Maintain a broad understanding of State and Federal government policies that have a direct impact on the delivery of services to people experiencing 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 participate in staff and case sharing meetings
- Communicate to the SHS Coordinator any observations that may affect the operation of the service
- Provide reports to the SHS Coordinator as requested.
- Perform other related duties as may be requested from time to time.

Employee

- Keep up-to-date with current and leading client support practices in order to provide or facilitate innovative and effective support practices.
- Participate in training workshops.
- Adhere to all Society WHS policies and procedures and meet WHS legal obligations.
- Work in a collaborative manner with the team and other staff .
- Maintain and update information on client databases.
- Attend regular supervision
- Participate in the Society's appraisal process.
- Work within the Society's Code of Conduct.

Essential Criteria

- Cert IV or higher level qualifications in Social Work/Social Science/Community Welfare or other relevant field.
- Demonstrated experience in supervisory role and understanding of administrative, accountability and data management processes.
- Understanding of homelessness issues and its effects
- Ability to use sound judgement and act appropriately in crisis and emergency situations.
- Well-developed communication skills including negotiation and conflict resolution skills.
- Highly developed interpersonal skills with an ability to relate positively and confidently with a wide range of people.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Willingness to work within the ethos and Mission Statement of the St Vincent de Paul Society and the Society's Code of Conduct and ability to maintain an ethical, reflective practice towards residents and staff, and a commitment to this.
- Sound knowledge of WHS legislation as it relates to the workplace.
- Sound understanding of child protection issues, legislation and requirements.
- Current NSW drivers licence.
- Demonstrated ability to use client database and Microsoft Office packages such as Word, Excel, Outlook.

Desired Criteria

- Diploma or higher level qualifications in Social Work/Social Science/Community Welfare or other relevant field.
- Past experience working with homeless or socially disadvantaged client groups and capacity to apply trauma informed care and culturally appropriate case management practices.
- Current working knowledge of the SHS Client Information Management System (CIMS).
- Ability to speak a language other than English.
- Ability to facilitate groups.

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