



Advocacy and Referral Officer Position Description

Telephone: (02) 9560 8666
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Position Title	Advocacy and Referral Officer
Responsible Council	Parramatta Central Council
Reports To	Reports to the Caroline Chisholm Centre (CCC) Service Manager through the CCC Client Programs Coordinator
Base Location	Mount Druitt
Primary position objective	The Advocacy and Referral Officer is responsible for the provision of support to community members who may be experiencing disadvantage, including barriers to accessing appropriate supports and services within their communities. The Advocacy and Referral Officer works as part of a multidisciplinary team toward the shared goal of empowering local communities to access the required resources to increase quality of life and overcome disadvantage.

Email: vinnies@vinnies.org.au
Website: www.vinnies.org.au
Donation Hotline: 13 18 12

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 covers a large area from Granville in the south-east, Warragamba in the south, as far out as Blackheath in the west taking in seven 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.

The Central Council has: 5 Regional Councils; 47 Conferences; 550 Conference members; 2 Youth and Young Adult Conferences; 450 Youth and Young Adult members; 24 Vinnies Shops; 4 Special Works and 1003 volunteers.

Caroline Chisholm Centre for Social Justice

The Caroline Chisholm Centre for Social Justice is an emergency relief, assessment and referral service (Monday – Friday from 9am – 3pm), offering a range of support and services to the people in the Mt Druitt region and larger community. The Centre aims to provide services that support people to avoid becoming homeless and achieve stability in their lives.

At the Caroline Chisholm Centre for Social Justice, assistance is provided in various forms of support to community members, including:

- Emergency Assistance including financial and material support
- Art Therapy and Personal Growth Programmes
- Education and training including TAFE Outreach and Clemente Australia Program
- Work and Development Orders – Assists with Office of State Revenue fines
- Social Work including advocacy and referral
- A range of community initiatives including community development activities and groups

Duties and Responsibilities

Major Responsibilities

- Provide assistance and support to community members accessing the CCC, as part of a holistic and client focussed service
- Provide non-legal advocacy and referral support to community members accessing CCC services
- Collaborate with community members and relevant stakeholders to develop person centred support plans including plan implementation, ongoing review and evaluation
- Refer community members to other sources of support as required and appropriate
- Deliver service based activities and community activities as directed by CCC management
- Maintain community networks to support equitable and diverse community engagement opportunities for all community members
- Undertake other tasks within the scope of position and classification as directed by CCC Management

Professional Responsibilities

- Work under the supervision of the Client Programs Coordinator to deliver a high standard of service and support through ethical practise and professional standards.
- Participate in ongoing professional development and training opportunities

Work Practices

- As an employee, be responsible under the Workplace Health and Safety Act for the health and safety of all persons they come in contact with through the course of employment
- Report all hazards and injuries to the Caroline Chisholm Centre for Social Justice WHS officer and/or delegated manager, and contribute to a safe work environment
- Participate in St Vincent de Paul Society's Performance and Development Process (Stronger Together) as directed by CCC management.
- Advocate for equity, rights, access and equal opportunities for social inclusion for community members.
- Follow all service and Society policies and procedures

Working Relationships

- Follow directions of the Client Programs Coordinator and/or Service Manager
- Contribute as part of the staff and volunteer team at CCC
- Work closely with internal and external stakeholders including staff, clients and management to assist in the development of Centre services which meet the needs of the community and mission of the Society
- Work in a professional and ethical manner reflecting the ethos of the Society
- Respond to referrals within Society protocols
- Interact professionally with a diverse range of community members
- Maintain a collaborative approach to service delivery in working within a team
- Ensure a supportive and safe environment is provided for all community members and visitors to the service.

Program Improvement

- Ensure high standards of client support are maintained through working with Client Programs Coordinator to evaluate and review service delivery
- Under the guidance of Client Programs Coordinator, manage and submit reports as directed
- Attend relevant training and educational development
- Ensure all reports, data collection and record keeping are maintained and updated under the direction of the Client Programs Coordinator
- Report to the Client Programs Coordinator, including issues/concerns, and prepare for and attend scheduled supervisory meetings as required
- Seek appropriate Management approval for all work related expenditure
- Work within scheduled timeframes for activities, planning and meetings
- Maintain a safe working environment and be proactive in ensuring WH&S compliance within the workplace
- Meet standards/objectives/goals set by the Society

Essential Criteria

- Minimum Cert IV in Community Services or relevant field, and minimum three years employment in community services sector role.
- Demonstrated awareness of complex support needs including cognitive disability, family and domestic violence issues, mental health and substance abuse presentations.
- Demonstrated ability to develop and maintain positive relationships with key stakeholders when supporting community members to overcome barriers and have their rights upheld in the community.
- Demonstrated skills in the provision of person centred support.
- Excellent communication and interpersonal skills
- Demonstrated understanding of the not for profit sector
- Ability to work as part of a multi-disciplinary team.
- Driver's Licence

Desirable Skills

- Demonstrated understanding of the barriers experienced by people in contact with the criminal justice system, including people exiting custody
- Group facilitation skills and/or experience in the facilitation of community group activities.
- Working knowledge of the Western Sydney area and the geographical disadvantage experienced by people residing within the Blacktown LGA
- Experience working within a diverse team environment which may include volunteers

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