



SCIS Trainer/Facilitator

Position Description

Position Title	SCIS Trainer/Facilitator	Email: vinnies@vinnies.org.au
Responsible Council	State Council	Website: www.vinnies.org.au
Reports To	Project Manager	Donation Hotline: 13 18 12
Base Location	Lewisham NSW. State-wide travel may be required.	
Primary position objective	To deliver SCIS CRM solution training to staff across NSW.	

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.

Department Overview

The mission of the Technology Services team is to support and enable the achievement of the Society's strategic business objectives by delivering services that ensure we can best meet our obligations to our members, volunteers and employees.

Embedded within the Corporate Services Directorate of the State Support Office, the Technology Services Team partners with NSW State Council, Central Councils, Special Works and Society employees, to create and sustain a secure, reliable and scalable technology environment, and to ensure careful and responsible management of the Society's technology resources. The department has embarked on a transformation journey with the purpose to enable better services, building capability and collaborating effectively across the Society's technology needs.

Led by the Chief Information Officer (CIO), the department has overall responsibility for Strategic Planning, Enterprise Architecture, procurement, delivery and quality assurance of Service Management and Operations, managing the budget and cost allocation for the service portfolio and delivery of technology programs and investments, as well as Information Risk & Security management.

SCIS Project Overview

The Society Client Information System (SCIS) is a major information management project currently being undertaken within St Vincent de Paul Society NSW (SVDPNSW). The SCIS will ensure access to up-to-date information for frontline staff working with the people we assist in a holistic, person-centred, and user friendly way. SCIS will replace most of the databases currently being used across Special Works and related services and programs, Central Councils, Members & Volunteers & Support Services.

The Society Client Information System (SCIS) will ensure an inclusive person-centred approach service wide. This system will provide an integrated approach to client and participant management enabling timely and accessible information, enhanced service delivery and improved future planning and variance analysis. The system will ensure funding body data requirements, day-to-day service enquires and service-wide trending and analysis needs are met.

Role Overview

This role will work in line with the implementation of the SCIS CRM and its primary objective is to deliver face to face training to volunteers and staff across NSW. The role will work closely with the Project Team to ensure up-to-date system design knowledge.

Duties and Responsibilities

- Collaborate with the project development teams to develop a strong understanding of the training requirements
- Work in collaboration with implementation partners across the all Divisions of SVdP
- Maintain, review and revise training materials and tools as required.
- Develop, define, and clarify system business processes across a range of Society functions where required
- Work closely with the Project Team to ensure up-to-date system design knowledge
- Deliver end-user training in multiple formats, i.e. instructor-led small classes, individual sessions
- Provide go-live support as part of the system implementation roll-out
- Attend status meetings and distribute relevant Status Reports as necessary. Escalate any issues regarding the project management requirements to the appropriate Project Manager

Essential Criteria

- Demonstrated group training and facilitation skills
- Demonstrated ability to develop training tools and materials
- Proven stakeholder, communication and relationship skills
- Capacity to travel within NSW on a regular basis
- Capacity to adhere to the ethos and mission of the Society
- Computer proficiency in Microsoft Office skills (Word, Excel, PowerPoint, Outlook)

Desirable Criteria

- Knowledge of CRM and 365 Dynamics
- Understanding of programs delivered by SVdP e.g. Accommodation, Case Management Community Development, Health services.
- Knowledge of Client Data Bases such as CIMS and Smarter Soft.
- Ability to develop training videos and simulations

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