



Team Leader, Nagle Centre

Position Description

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Position Title Team Leader, Nagle Centre

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Responsible Council Wollongong Diocesan Central Council

Website: www.vinnies.org.au

Donation Hotline: 13 18 12

Reports To Manager, Homelessness and Mental Health Services (Northern)

Base Location Nagle Centre, Campbelltown

Primary position objective The Team Leader is responsible for the day-to-day oversight of the Nagle Centre and its various services, upholding the philosophy of the St Vincent de Paul Society and in accordance with the policies, procedures, aims and objectives of the Service, funding requirements and benchmarks set by internal and external stakeholders .

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 2000 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

The Nagle Centre is a Special Work of the Society and the Presentation Sisters. The Nagle Centre provides high standards of client support, assistance, services and facilities to assist people who

are socially disadvantaged through client services such as Case Work and a community kitchen and dining room.

Nano Nagle, the founder of the Order of the Presentation Sisters, was born in early 18th century Ireland. She was inspired by gospel values and spent her adult life working with the poor people of the City of Cork through schools she established, among the neglected elderly, the prostitutes and the street people of her time. The ethos of the Presentation Sisters is centred on Justice and Service for the poor and disadvantaged of our world.

Duties and Responsibilities

Major Responsibilities

- Team Leadership of staff and volunteers of the Nagle Centre:
- Management of client services and programs
- Undertake operational responsibilities (e.g. budget, building management)
- Function as day-to-day representative of the Nagle centre

Case Work

- Oversee delivery of client case work (including *Conference* work)
- Ensure staff access and engage in appropriate supervision and utilise evidence based and Trauma Informed Care practice
- Support and assist staff to engage in professional activities relevant to their roles
- Maintain own client case load

Leadership

- Maintain and contribute to the professional development and training for staff
- Conduct *Stronger Together* appraisals with staff
- Maintain staff movements
- Recruitment and orientation of volunteers and community groups (e.g. schools engagement)
- Liaise with the Kitchen Coordinator on a regular basis

Policies and Procedures

- Ensuring that the Society's policies and procedures are implemented in the service environment and that service policies and procedures comply with these.
- Review Policies and Procedures regularly to ensure they are current and in line with good practice guidelines.

Environment

- Maintaining a safe work environment in compliance with the Work Health and Safety standards and ensuring the physical environment is of a high standard of cleanliness and aesthetic appearance, providing the clients with a warm and welcoming environment.

Operations

- Provide written reports and statistics on activities as requested by the Manager
- Assist in tendering for public or private funds
- Management of budget for expenses of the Nagle Centre
- Engage in team meetings on a regular basis
- Any other duties as directed by Manager

Positive Culture

- Responding positively and effectively to change and encouraging and supporting others to respond positively to change and the future directions of the Society.
- Demonstrating professionalism, by adopting high ethical and professional standards and championing a respectful, non-judgmental and inclusive culture.

Essential Criteria

- Tertiary qualifications in social work/community welfare or related discipline
- A commitment to high standards of client service provision
- Demonstrated knowledge and experience of leadership/management
- Experience and demonstrated skills in client based case work, including intake assessment, material assistance, advocacy and referrals
- Demonstrated conflict resolution skills
- Highly developed written and oral communication skills
- Capacity to communicate with internal and external stakeholders from a variety of backgrounds
- Experience in managing and supporting volunteers
- Awareness and understanding of the Work Health and Safety legislation and commitment to promoting safe work practices
- Awareness and understanding of Child Protection legislation and requirements
- Sound understanding and awareness of issues facing clients presenting at the Service including a demonstrated knowledge of issues affecting the local area
- Demonstrated knowledge of community resources and relevant support services/agencies
- Competency in using the MS Office suite of programs including MS Word, Excel and Outlook
- Current drivers licence
- Commitment to promoting and adhering to the Mission and Ethos of the Society and the Presentation Sisters

Desired Criteria

- Experience and skills in case work and complex needs/crisis assessment
- Current First Aid Certificate
- Mental Health First Aid

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