



## Case Worker

### Position Description

<b>Position Title</b>	Case Worker
<b>Reports To</b>	Manager - Matthew Talbot Homeless Service
<b>Base Location</b>	Matthew Talbot Homeless Service – Wickham, Newcastle
<b>Primary position objective</b>	The position is responsible for the effective case management and outreach support to homeless people and/or people at risk of homelessness accessing the Matthew Talbot Homeless Service. The aim is to work towards achieving positive outcomes, including appropriate housing exit points while utilising trauma informed care and cultural competency best practices.

## 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

The Matthew Talbot Homeless Service (MTHS) is responsible for providing person centred homelessness support service to men with complex needs, rough sleepers, Aboriginal men, men with families, and men exiting institutions. The support services include prevention and early intervention, rapid rehousing, crisis and transition responses, and intensive responses for men (with or without accompanying children) The support service operates across the City of Newcastle and Lake Macquarie Local Government areas.

## Duties and Responsibilities

### Client

- Providing assertive outreach/case management with a respectful, non-judgmental and inclusive attitude and manner, upholding and respecting the rights of clients at all times
- Developing goal orientated case plans in conjunction with each client, and using all relevant assessments, conduct regular case plan reviews specific to the needs of the individual reflecting Trauma Informed Care practices.
- Documenting all case manager/client interactions.
- Investigate housing options and coordinate housing support
- Work in partnership with Property Officer to support private rental tenancies
- Using information gained during intake and using this and other relevant material to assist ongoing assessment of client needs.
- Supporting and assisting clients in a way that promotes independence.
- Providing a multidisciplinary and integrated approach to case planning clients, this includes working with other staff as well as staff from other agencies and services involved in a client's care and support.
- Maintaining confidentiality according to the Society and legislation.
- Working with the client to provide client referrals to a range of appropriate services.
- Advocating for clients where necessary, including government departments, courts, and service providers.
- Assisting clients with living skills and community engagement where appropriate and via group work.
- Organising and conducting case management meetings with other networks

### Team/ Society

- Maintaining a broad understanding of state and federal government policies, that have a direct impact on the delivery of services to homeless/people at risk of homelessness, people with substance use disorders and, as directed, assisting the Manager/ Special Works Manager in responses to any government reviews or sector development
- Maintaining good relationships with other bodies that interact with SVDP Support Services and its clients.
- Maintaining an allocated case load.
- Contributing to Policy Development.
- Attending and actively participating in Staff Meetings.
- Attending regular supervision
- Performing other duties within the scope of the role as may be requested from time to time;

### Employee

- Keeping up to date with current and leading client management practices in order to provide or facilitate innovative and effective case working practices.
- Participating in training workshops, and ongoing professional development.
- Adhering to all SVDP WHS safety policies and procedures and meet WHS legal obligations.
- Working in a collaborative manner with all staff.
- Participating in the annual appraisal process.
- Working within the SVDP Code of Conduct.

## Essential Criteria

- Minimum Cert IV in relevant field or Qualifications in Social Work/Social Science/Community Welfare or other relevant field.
- Demonstrated experience in working within the homelessness service sector.
- Excellent written and oral communication skills, including highly developed interpersonal skills with an ability to relate positively and confidently with a wide range of people, in a variety of settings.
- Proven organisational skills and the ability to prioritise work/client load including people with complex and/or high-level needs,
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Sound knowledge of WH&S legislation as it relates to the workplace.
- Current NSW driver's license.
- 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, yet non-judgmental, attitude towards residents and staff.

## Desired Criteria

- An understanding of trauma informed care practices
- Sound understanding of child protection issues, legislation and requirements.
- Demonstrated experience participating at sector networks and forums
- Knowledge of the Going Home Staying Home legislative reforms
- Ability to use client data base and Microsoft Office packages such as Word, Excel, Outlook
- Willingness to travel
- Current First Aid certificate or willingness to obtain one

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