



Parramatta Diocesan Central Council

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Position Description

Volunteer Role Title	Client Support Officer (CSO)
Location	St. Vincent de Paul Society NSW – Blacktown Community Hub 23 David Lane, Blacktown
Service Overview	The Blacktown Community Hub provides emergency relief, assessment and referral for people experiencing disadvantage in Blacktown and surrounding suburbs.
Why we need you	The Client Support Officer (CSO) is an important role for building rapport and engaging with clients to be able to identify presenting needs. They are one of the initial contacts together with the Administration Support volunteer and therefore critical to the likely accomplishment of client's personal goals.
Duties and Responsibilities	<ul style="list-style-type: none">• Welcoming clients in a way that builds their confidence in themselves and the service• Undertake an assessment through a person-centred approach• Work using the WE CARE framework• Identify and coordinate a range of supports needed to effect meaningful change. This can include but not limited to: food; utility bills etc.• Referring clients to appropriate internal/external services if/when required• Follow up referrals with relevant organisations/services.• Maintaining relevant case notes and other documentation as required in a timely manner.• Accurately complete relevant forms as per Blacktown Community Hub's policies and procedures• Working collaboratively with other team members to ensure clients are well supported• Support volunteers and members where required.• Maintaining clients confidentiality and privacy• Undertake training and development as directed• Participate in monitoring and evaluation process.
About you	<ul style="list-style-type: none">• You will be passionate about making a difference to people's lives, demonstrate empathy and flexibility• Understanding of and commitment to the philosophy of the St Vincent de Paul Society and an ability to work in accordance with policies and procedures to promote the values and mission of the Society• A willingness to learn, receive direction and feedback from Blacktown



	<p>Community Hub Manager</p> <ul style="list-style-type: none"> • Ability to work as part of a team - contribute to the working environment in a positive, supportive and co-operative manner • Follow the Hub's policies and procedures • Sensitive to different political/cultural/ethnic backgrounds and a respect for diversity • Administration skills including intermediate Computer skills in Microsoft Applications • Good communication skills and empathy • Understanding and willingness to maintain Self Care • Adherence to WH&S requirements (with appropriate direction and guidance)
How will your supervisor assist you?	<ul style="list-style-type: none"> • Undertake an induction process and provide all relevant training and resources • Identify relevant training as determined by the role. However, the successful candidates will need to have basic skills outlined above • Opportunities to discuss client support needs, progress and resources needed for the program • Build your knowledge in support services in Blacktown and surrounding suburbs • Build your skills to assist individuals experiencing forms of disadvantage • participate in supervision and other reflective/resilience building practices.
What else you need to help	<p>This role requires the applicant to participate in a selection process and provide the following documentation including:</p> <ul style="list-style-type: none"> • Submit an Expression of Interest and CV to Member Resources & Project Manager as outlined below • Participate in an interview • Complete a volunteer application form including; names of 2 referees • Complete a Good Character Declaration • Read, understand and sign the Code of Conduct Agreement • Complete a National Criminal History Police check • Undertake Working With Children's Check and provide application number to the Member Resources & Project Manager
To apply for the role or find out more	<p>Contact: Penny Wood 0418 930691/penny.wood@vinnies.org.au</p>