

Complex Support Needs Specialist – Rendu House - Health Services

Position Description

Directorate:	Vinnies Services
Reports to:	Manager, Rendu House
Direct reports:	NIL
Location:	South region – based within the geographical region of the service package or service.
Primary position objective:	Provide Specialist Support Coordination and support to eligible clients of the Rendu House program and to assist the program to meet its objectives.

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

Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

Community Inclusion: this team is responsible for state-wide management of excellent community inclusion services, including disability services.

Health: this team is responsible for state-wide management of excellent health services.

Clinical governance: this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

Program and Service Quality: this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

Service innovation and business development: this team is responsible for service innovation and business development.

Accountabilities and responsibilities

The Complex Support Needs Specialist - Rendu House will:

- Contribute the successful implementation of the Strategic Plan in their team.
- Work within Rendu House operational program protocols to provide support and Specialist Support for complex needs to people referred to Rendu House.
- Provide case management for clients of Rendu House Drug Health Day Program in accordance with the Society and Rendu House policy across 7 stages; Engagement, Assessment, Treatment Planning, Implementation, Monitoring, Review and Closure.
- Deliver therapeutic interventions, support and education in accordance with evidence-based practice and the Society's AOD Model of Care.
- Conduct intake and comprehensive assessment (including risk assessment) of clients.
- Assist Clients with developing holistic treatment plans across a range of domains and stages of treatment.
- Assist clients collaboratively with implementing their individual treatment plan.
- Work collaboratively and liaise with other service providers towards achieving clients' treatment and case plan goals.
- Provide ad hoc support to clients of Rendu House as required.
- Support and engage with family and significant others as appropriate, including provision of education, information, brief intervention and support and referral to family support services.
- Conduct all client interactions in accordance with Vinnies Services' policies and procedures, Client-centred Service Delivery Model and the Society's AOD Model of Care.
- Engage in case review processes with the team and individually with the Manager.
- Work in partnership with other members of the Rendu House team in order to ensure quality outcomes.
- Maintain accurate client records, case notes and other data as directed and required.
- Contribute to the planning, development, delivery and evaluation of Rendu House service model.
- Act and perform duties in accordance with legislative as well as Society requirements including in accordance with the Society's Code of Conduct.
- Attend and participate in Rendu House staff meetings, clinical and case review meetings, internal and external training and internal and external supervision.
- Provide reports to Manager, Rendu House or other senior staff as directed.
- Participate in networking with relevant stakeholders.
- Participate in working parties and other review mechanisms.
- Participate in quality improvement and accreditation activities as directed.
- Adhere to the Society and Rendu House WHS and other risk management policies and procedures.
- Participate in 'Stronger Together' and other performance appraisal, management and development processes.
- Support new staff, volunteers and students as required.
- Work collaboratively with key stakeholders and maintain strong, positive relationships.
- Undertake general operational duties as required and directed.
- Contribute to a safe working environment for members, staff and volunteers by implementing

the Society's workplace health and safety practices.

- Contribute to the effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.
- Be responsive to the needs of identified stakeholders including the Health, Justice and Mental Health Services across NSW and the ACT.
- Support the Manager, Rendu House and the team to develop knowledge exchange opportunities with other organisations including communities of practice and stakeholder engagement.
- Assist in the development and embedding of new service response strategies for clients with complex needs experiencing transition and crisis.
- Contribute to the development of best practice management guidelines for working with participants with exceptionally complex support needs.
- Be responsive to program needs and contractual obligations in line with organisations policies, procedures and contractual requirements.
- Maintain accurate participant records and data as per Rendu House, Vinnies Services and the program requirements and the Society's policies.
- Other responsibilities as directed by the Manager, Rendu House.

Critical Key Performance Indicators (KPIs)

- Develop holistic treatment plans.
- Goals and case plans are developed and reviewed.
- Appropriate response to people we service to meet their goals and aspirations, as developed and delivered through the case plan.
- Deliver targets and results within appropriate timeframes.

Key working relationships

In addition to the Manager, Rendu House and their direct reports, the Case Worker, Outreach Program will foster close working relationships with:

- Team members, Health Services (Vinnies Services);
- Team members, Homelessness and Housing Services (Vinnies Services);
- Team members, Community Inclusion Services (Vinnies Services);
- Community Support Officers (Membership, Volunteers and Regional Operations);
- Conferences.

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.

- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 2) Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

Role-specific criteria

- Relevant tertiary qualification/s in Social Work
- Demonstrated high standard of interpersonal and communication skills, including the ability to adapt services to meet varying cultural needs.
- Demonstrated ability to establish effective workplace relationships with a diverse range of professionals and stakeholders.
- Demonstrated experience in case management including; managing a case load, case planning and assisting clients with implementing case plans, including with persons who have complex support needs (e.g. co-occurring drug and alcohol use along with mental health, homelessness or contact with criminal justice system).
- Willingness to work within the established Rendu House, the Society's AOD Model of Care and the Society's Client-centred Service Delivery Model.
- Demonstrated ability to conduct self in a professional, ethical and non-judgmental manner.
- Knowledge of, and an ability to access, a range of relevant community resources.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Basic computer literacy skills including experience in computerised data collection.
- Well-developed time management and organisational skills.
- NSW driver licence (unencumbered).

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.