

Together Home Caseworker

Position Description

Directorate:	Vinnies Services
Reports to:	Team Leader- Metro
Direct reports:	NIL
Location:	Flexible within any of the Society's main metropolitan offices
Primary position objective:	Oversee the successful implementation and support to tenancies with Community Housing Providers for the Together Home Program

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.

Disability and Inclusion: this team is responsible for state-wide management of excellent disability and inclusion 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 Together Home Caseworker will:

- Provide case planning and management services
- Purchase additional services and goods they are unable to provide as identified with the client from brokerage funding in line with the SHS Brokerage Guidelines
- Ensure clients receive
 - appropriate psycho-social support and
 - culturally appropriate services to sustain their tenancy and meet their case plan goals
- Liaise with Community Housing Provider regarding any tenancy issues
- Meet agreed outcomes and KPIs as per Attachment A – Together Home Outcomes Framework
- Report as required under the Together Home Program including provision of monthly and quarterly reporting as per Attachment A.

Critical Key Performance Indicators (KPIs)

- Ensure deliverables in completed within schedule.
- Ensure tenants and their households are upskilled.
- Deliver services which are compliant with all relevant regulatory and quality standards.

Key working relationships

In addition to the Metro Casework team, Community Inclusion and Health Services teams, the Together Home Caseworker will foster close working relationships with:

- DCJ Host and Start outreach workers
- Homelessness and Housing Caseworkers (Vinnies Services);
- Community Housing Providers

Essential criteria

Critical capabilities

There are nine capabilities expected of all people in all roles at all levels across the Society. The level of capability required for this role is outlined below:

- **‘People we Serve Centric’:** (Level 1) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Enable individuals and teams to be guided by the Society’s mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 1) 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 1) Support others to engage with, and adapt to change.
- **Team performance:** (Level 1) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 1) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial acumen:** (Level 1) Enable others to use the Society's resources responsibly and keep expenses within budget.

Role-specific criteria

- Tertiary qualification/s or relevant experience human services, case management or community development.
- Highly developed communication, interpersonal and negotiation skills, and the ability to communicate sensitively and effectively with all people.
- Ability to apply a client-centred approach to service provision.
- Demonstrated ability to work with limited supervision, manage a variety of tasks and display personal drive and integrity.
- Flexibility, team work skills, and creative problem solving.
- IT competency, including the use of Microsoft Office programs.
- Willingness to work flexible hours and to travel to a range of locations in response to program needs.
- NSW driver licence.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Awareness of NSW tenancy law.