

# Outreach Case Worker, Matthew Talbot Newcastle – Homelessness and Housing Services

## Position Description

<b>Directorate:</b>	Vinnies Services
<b>Reports to:</b>	Manager, Matthew Talbot Newcastle
<b>Direct reports:</b>	NIL
<b>Location:</b>	Department of Communities and Justice Office, Newcastle and surrounding LGA
<b>Primary position objective:</b>	Provide assertive outreach, case management, post crisis support to homeless persons and / assist in helping people stabilise and sustain their accommodation. This includes Assertive Outreach street patrols which will occur outside of regular working hours.

*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 Outreach Case Worker will:

- Ensure the successful implementation of the Strategic Plan within their directorate.
- Case manage persons who are accommodated to ensure their accommodation remains stable.
- Undertake home visits with clients located in temporary, transitional or permanent accommodation.
- Create collaborative partnerships with other key stakeholders and services.
- Offer client support at all times with a respectful, non-judgmental and inclusive attitude and manner, upholding and respecting the rights of clients at all times while maintaining client confidentiality.
- Attend to the primary needs of clients.
- Provide a safe and welcoming environment for clients who are accessing the service.
- Where appropriate develop case plans with the clients, provide ongoing support to achieve the case plan and monitor, review and follow up the case plan.
- Maintain client records and case notes, both electronic and handwritten, in a professional manner as per service policy.
- Meeting service targets as required by the manager, Society and/or external agencies.
- Collect and collate statistics and data as required.
- Supervise volunteers/Students on placement according to their training organisations requirements (including home visits).
- Attend staff meetings and training as directed.
- Conduct risk assessments where appropriate.
- Ensure that the Society effectively safeguards children. Ensure that staff and volunteers complete relevant pre-engagement checks (National Criminal History check, and where required Working With Children Check); act in accordance with the organisation's Code of Conduct and Member and Volunteer Charter; and comply with the organisation's Workplace Health and Safety program.
- Ensure a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

## Critical Key Performance Indicators (KPIs)

- 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

The role will have a key important working relationship with the Team Leader, Department of Communities and Justice ("DCJ") Newcastle Assertive Outreach Team.

In addition to the Manager, Matthew Talbot Newcastle, the Outreach Case Worker will foster close working relationships with:

- Key Vinnies Services Directorate contacts

- Homelessness and Housing division Managers, Team Leaders and Support Workers,
- Local Conferences and Community Support Officers

## Essential criteria

### Critical capabilities

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

- **'People we serve' centric:** (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

### Role-specific criteria

- Minimum TAFE Certificate IV or currently undertaking tertiary study, in welfare or related field.
- Previous experience providing support to marginalised and vulnerable people support to homeless persons.
- Demonstrated knowledge of issues relating to homelessness including but not limited to family breakdown, mental illness, drug, alcohol and gambling addictions.
- Demonstrated awareness of appropriate local community support services for homeless clients, including government agencies and NGO's, and the capacity to build and maintain strong relationships with such service providers.
- Excellent written and oral communication skills.
- Sound computer skills.
- Ability to work independently and as part of a team.
- Awareness and understanding of the Work Health and Safety legislation and a commitment to promoting safe work practices.
- Ability to use sound judgement and act appropriately in crisis and emergency situations.
- NSW driver licence.

## Desirable criteria

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

