



Welfare Support Officer

Position Description

Position Title	Welfare Support Officer
Responsible Council	Sydney Archdiocese
Reports To	Client Support Officer
Base Location	Bankstown Community Support Centre
Primary position objective	To assist the Client Support Officer to deliver client services within the Bankstown Region in accordance with St Vincent de Paul Society ethos and policies. The position involves interviewing clients; assessing their needs; providing appropriate financial/material support; and referring clients to relevant agencies and services.

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 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.

Service Overview

Community Support Centres are a point of contact for people seeking assistance from the St Vincent de Paul Society Sydney Archdiocese. The Centres also provide administrative and practical support to local Society members.

Duties and Responsibilities

Client Support

- Provide support to clients with a respectful, non-judgemental and inclusive attitude and manner, upholding and respecting the rights of clients at all time
- Document all client interactions in a professional manner
- Assess client need and allocate financial/material assistance within delegated authority
- Ensure all record keeping associated with client interviews and assistance provided is entered into client databases accurately and in a timely manner
- Support and assist clients in a way that promotes independence and empowerment
- Maintain confidentiality in accordance with Society policy and government legislation
- Work with clients to provide client referral to a range of appropriate services
- Advocate for clients where necessary with external agencies

Team/Society

- Maintain good relationships with other bodies that interact with the Society and its clients.
- Contribute to service policy development
- Attend and actively participate in staff meetings.
- Attend regular supervision.
- Perform other duties within the scope of the role as may be requested from time to time

Employee

- Participate in training and professional development as required
- Adhere to all Society Work Health and Safety (WHS) policies and procedures and meet WHS legal obligations
- Work in a collaborative manner with all staff
- Participate in the annual appraisal process
- Comply with government requirements and the policies, procedures and ethos of the St Vincent de Paul Society and the service

Essential Criteria

- Minimum Cert IV in relevant field or qualifications in Social Work/Social Science/Community Welfare or other relevant field
- 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
- Willingness to work within the ethos and Mission Statement of the St Vincent de Paul Society and the Society's Code of Practice and ability to maintain an ethical, non-judgemental attitude towards clients, staff and other stakeholders
- Proven organisational skills and the ability to prioritise tasks
- Sound knowledge of, and ability to access, a range of relevant community resources
- Demonstrated ability to work as part of a team and to work independently
- Sound knowledge of WHS legislation as it relates to the workplace
- Ability to use a client database and Microsoft Office packages such as Word, Excel and Outlook

Desired Skills

- Experience working with vulnerable populations including people from culturally and linguistically diverse (CALD) backgrounds, and those dealing with mental illness, disability, and/or alcohol or other drug issues
- Experience in working with volunteers.