



Crisis Response/After Hours Intake Worker

Position Description

Telephone: (02) 9568 0262
Facsimile: (02) 9550 9383

Position Title	Crisis Response and After Hours Intake Worker
Responsible Council	Sydney Archdiocese Central Council
Reports To	Senior Team Leader
Reports From	Not Applicable
Base Location	Como

Email: vinnies@vinnies.org.au
Website: www.vinnies.org.au
Donation Hotline: 13 18 12

Primary position objective The position holder is responsible for:

- processing referrals and coordinating an effective response outside of normal business hours for women with or without children who are leaving domestic/family violence situations.
- providing a variety of support to clients at the site location;

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 employees. 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 the 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

Sydney Archdiocese provides accommodation and case management support for people experiencing or at risk of homelessness in the Family & Community Services (FACS) districts of South Eastern Sydney, Inner West Sydney and South West Sydney.

The South Eastern Sydney Domestic Violence Response Enhancement service provides after hours intake and support for women with or without children who are leaving domestic/family violence situations.

Duties and Responsibilities

Clients accommodated on site

- Provide a safe and welcoming environment for clients who are accommodated at the site
- Attend to the primary needs of clients,
- Ensure that client support is consistent with the Society's Client Service Delivery Model (CSDM) including demonstrating support consistent with trauma informed care practices.
- Maintain client records in a professional manner as per service policy.
- Implement appropriate routines for clients as directed.
- Work in a "risk management" framework to ensure the safety and security of clients and to be proactive in ensuring that work, health and safety standards are met and maintained in the workplace.
- Maintain confidentiality according to the Society's Code of Conduct and legislation.

After Hours Intake

- Respond to telephone referrals.
- Conduct a comprehensive client assessment.
- Refer eligible clients to designated accommodation services in accordance with established protocol.
- Complete relevant documentation.
- Maintain confidentiality according to the Society's Code of Conduct and legislation.

Team / Society

- Maintain good relationships with other bodies that interact with Sydney Archdiocese and its clients.
- Attend and actively participate in team meetings.
- Provide reports to the Senior Team Leader as required and attend regular supervision.
- Perform other related duties as may be requested from time to time.

Employee

- Participate in training workshops and ongoing professional development.
- Adhere to all Society WHS policies and procedures and meet WHS legal obligations.
- Work in a collaborative manner with all staff.
- Participate in the annual appraisal process.
- Work within the Society's Code of Conduct.

Essential Criteria

- Appropriate Diploma or currently undertaking tertiary study in a related field.
- Understanding of the impact of domestic violence and associated issues.
- Capacity to apply trauma informed care and culturally appropriate support practices.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Sound understanding of child protection issues, legislation and requirements.
- Ability to use sound judgement and act appropriately in crisis and emergency situations.
- Willingness to work sleepover shifts.
- Current drivers licence
- Willingness to work within the ethos and Mission Statement of the St Vincent de Paul Society and the Society's Code of Conduct and ability to maintain an ethical, yet non-judgemental, attitude towards residents and staff, and a commitment to this.

Desired Criteria

- Past experience working with families who have experienced domestic violence.
- Current working knowledge of Specialist Homelessness Service CIMS database.
- Experience working in a crisis accommodation service.

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