



## Support Worker Position Description

Telephone: (02) 9568 0262  
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<b>Position Title</b>	Support Worker	Email: <a href="mailto:vinnies@vinnies.org.au">vinnies@vinnies.org.au</a>
<b>Responsible Council</b>	Sydney Archdiocese Central Council	Website: <a href="http://www.vinnies.org.au">www.vinnies.org.au</a>
<b>Reports To</b>	Senior Team Leader	Donation Hotline: 13 18 12
<b>Reports From</b>	Not Applicable	
<b>Base Location</b>	South Sydney, with travel as may be required to assist clients	
<b>Primary position objective</b>	The position holder is responsible for:	
	<ul style="list-style-type: none"><li>• providing a variety of support to clients at the site location;</li><li>• assisting in the entry and assessment of new clients at the site; and</li><li>• assisting in the daily running of the site.</li></ul>	

### 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.

## Organisational Overview

Sydney Archdiocese provides support for people experiencing or at risk of homelessness in the Family & Community Services (FACS) districts of South East Sydney, Inner West Sydney and South West Sydney. Its Client Support Services provide case management and advocacy for single men and women, couples without children and families, in their homes or in crisis or transitional accommodation.

## Duties and Responsibilities

### Client

- Ensuring that client support is consistent with the Society's Client Service Delivery Model (CSDM) including demonstrating support consistent with trauma informed care practices.
- Ensuring that client support is offered at all times with a respectful, non-judgemental and inclusive attitude and manner, upholding and respecting the rights of clients at all times.
- Liaising with external agencies regarding vacancies and requests for accommodation.
- Assisting clients to follow relevant rules and procedures of the service.
- Attending to the primary needs of clients.
- Providing a safe and welcoming environment for clients who live at or are accessing the service.
- Assisting and/or supervising a variety of client activities such as groups and programs.
- Providing case work support as directed and in cooperation with case workers, and supporting clients in the implementation of their case plans.
- Liaising with appropriate service staff to ensure client needs are attended to in an effective and efficient manner and providing accurate, up-to-date information and practical support to clients on a range of issues.
- Maintaining client records and case notes, both electronic and hand written, in a professional manner as per service policy.
- Advocating for clients on a needs basis with external agencies.
- Transporting of clients as required
- Meeting service targets as required by the Team Leader, Society and/or external agencies.

### Accommodation Coordination and Associated Functions

- Assisting in all aspects of the provision of accommodation services for clients to an established quality standard.
- Maintaining daily records and other documentation as required.
- Managing the flow of clients and visitors in the building in a safe and responsible manner as set out in service procedure.
- Welcoming and orientating new clients to the service.
- Maintaining a welcoming environment and organising rooms when a client exits.
- Conducting regular unit/room inspections.
- Supervising all activities undertaken by clients in the kitchen as appropriate.
- Maintaining a clean environment.
- Ensuring bed linen, towels and kitchen linen are laundered to established standard.
- Implementing appropriate routines for clients as directed.
- Collecting and processing payments and completing petty cash, banking and payment of account requirements where relevant in accordance with Sydney Archdiocese procedures.
- Working 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.

### Team / Society

- Maintaining good relationships with other bodies that interact with Sydney Archdiocese and its clients.
- Attending and actively participating in team meetings.
- Providing reports to the Team Leader as required and attend regular supervision.
- Performing other related duties as may be requested from time to time.

## Employee

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

## **Essential Criteria**

- Appropriate Certificate or equivalent experience or currently undertaking tertiary study, in a related field.
- Good written and oral communication skills, including good interpersonal skills with a demonstrated ability to relate positively and confidently with a wide range of people, in a variety of settings.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- 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.
- Sound understanding of child protection issues, legislation and requirements.
- Understanding of homelessness issues and its effects.
- Ability to use sound judgement and act appropriately in crisis and emergency situations.
- Good knowledge of work, health and safety legislation as it relates to the workplace.
- Current First Aid Certificate.
- Ability to work a rotating roster covering day, afternoon and sleepover shifts.
- Good knowledge of WHS legislation as it relates to the workplace.
- Current NSW drivers licence.

## **Desired Criteria**

- Cert IV or working towards its attainment.
- Past experience working with homeless or socially disadvantaged client groups and capacity to apply trauma informed care and culturally appropriate case management practices.
- Current working knowledge of Specialist Homelessness Information Platform (SHIP) database.
- Experience working in a residential homeless service and/or with homeless clients.
- Experience in a hospitality, accommodation or service environment which required the demonstration of consistent quality standards.
- Ability to use client database and Microsoft Office packages such as Word, Excel, Outlook.

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