

Front of House Client Engagement Officer Ozanam Learning Centre

Position Description

Position Title	Front of House Client Engagement Officer
Responsible Council	St Vincent de Paul Society NSW Support Services
Reports To	Centre Coordinator, Ozanam Learning Centre
Base Location	Ozanam Learning Centre, Woolloomooloo
Primary Position Objective	<p>To be the first point of contact for people who are homeless, are at imminent risk of homelessness or require social inclusion options to prevent them from falling into cycle so disadvantage and marginalization. Assisting them to access the programs and activities being offered at the Ozanam Learning Centre as well as other support where necessary.</p> <p>To support the operations of the Ozanam Learning Centre through the provision of administrative support and the engagement with people who access the services.</p>

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.

Program Overview

The Ozanam Learning Centre (OLC) is part of the St Vincent de Paul Society NSW's Support Services, Community Development Team. The purpose of the Community Development Team is to lead quality and innovative programs that shape cohesive communities which strive to support resilience, inclusion and a sense of being and belonging.

The OLC supports people who are at imminent risk of homelessness or those who require social inclusion options to prevent them from falling into cycles of disadvantage and marginalisation. We are focused on producing sustainable pathways that provide people with skills, confidence, and opportunities. With an innovative approach, the OLC works to empower individuals and promote independent living.

The OLC aims to break the cycle of homelessness by supporting people to achieve their goals. We achieve this through a person-centred and strength based approach: forming trusting and professional relationships, facilitating referrals to relevant support services including case management, providing training and education programs, offering recreational activities and providing a holistic living skills program.

The OLC shares an individual's journey and supports them to develop and grow peoples potential.

Duties and Responsibilities

Customer service

- Welcome those visiting the Ozanam Learning Centre, greeting and directing people to the appropriate area within the building, in a professional manner and with a non-judgmental approach
- Create a supportive and comfortable environment in the reception and computer drop in area for people using the service and visitors.
- Ensure all communication materials (including marketing / promotional materials) are up to date and relevant for those accessing the Centre
- Respond to questions and concerns
- Assist those who access the service with photocopying, printing and scanning documents and provide support regarding the completion of forms and other paperwork as appropriate
- Use discretion to determine the needs of those accessing the service and make the appropriate internal or external referrals
- Greet all visitors including volunteers and program facilitators as well as those who are interested in accessing programs ensuring they are appropriately inducted to the site

Administrative support

- Ensure that people using the service and all visitors sign in and out (as appropriate) of the Ozanam Learning Centre and maintain relevant records/documents
- Receive, respond and redirect phone calls and any other correspondence taking follow up action as required
- Ensure the reception area and public spaces within the Ozanam Learning Centre are maintained and kept in accordance with WHS policies.
- Basic data entry and filing
- Identify and respond to maintenance and / or WHS issues in line with policy and procedures
- Book appointments for people accessing the service with counsellors, tutors and other facilitators
- Assist with the setup of rooms for conferences and meetings as required.
- Work within all safety and security procedures to provide a safe and secure service to all users of the OLC at all times

Essential Criteria

- A minimum of three to years demonstrated experience working with people who have been socially excluded due to any number of personal or societal issues and / or who present with challenging behaviour
- Developed verbal communication skills; confident with active listening, speaks with courtesy and able to convey information effectively
- A proactive approach to responding to challenges
- Ability to assess the needs and respond to the enquiries of people that use the service
- A basic level of administrative skills
- Ability to work collaboratively and to cooperate with others to achieve common goals
- IT competency, particularly with the use of Microsoft Office programs
- Willingness to adhere to the ethos and Mission and Vision of the St Vincent de Paul Society NSW with the ability and commitment to maintain an ethical, non-judgmental, attitude towards clients.

Desirable

- Qualification in Community Services or other relevant qualification

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