



Case Worker

Position Description

Position Title Case Worker

Reports To Team Leader

Base Location Various locations

Primary position objective The position is responsible for the efficient and effective case management support and processes in co-operation with individual clients, for the design, implementation, monitoring, and review of case plans for all clients presenting with a complexity of needs and/or issues that are at risk of homeless/homelessness. The aim is to work towards achieving positive client focused outcomes, including appropriate exit points.

St Vincent de Paul Society

The St Vincent de Paul Society is a lay Catholic volunteer-based organisation that makes a real difference to the lives of people who are forced onto the margins of society. The Society has been working in communities in New South Wales for 131 years. Our members live and work in these communities and are there for the long-haul, helping people rebuild their lives in any way possible.

Our Conferences and services are busier than ever, as more and more people struggle to make ends meet, and cope with the demands of modern day life. Through home visitation, a tradition that has stood the test of time for 150 years, Conference members visit people in their homes, providing support, friendship and material assistance. Importantly, members also visit people experiencing deep isolation and loneliness in hospitals, prisons and detention centres.

Through our Retail Centres, we not only provide a visible port of call for people experiencing hardship, but also raise crucial funds that are injected straight back into the local community to help those people most at risk of falling through the cracks.

The Society continues to address inequality and injustice through a range of services including: homeless services; education and recreational programs; domestic violence services; assistance to migrants and refugees; clothing and assistance centres; mental health programs; vocational services for people with a disability; drug, alcohol and gambling counselling services; financial counselling; disaster recovery; rural services and food vans.

Many people's lives are pulled apart by social and economic structures that exclude them from participating fully in their community. By working with people and empowering them, the Society assists people to build the skills and capacity for sustainable change in their lives.

Organisational Overview

SVDP NSW Support Services provides support for people experiencing or at risk of homelessness in NSW. It is a Special Work of the St Vincent de Paul Society of NSW and is comprised of 15 plus different programs across the state. SVDP NSW Support Services cares for single men and women, women and children, two parent families, men with children and young men and women who are

experiencing or at risk of homelessness. All our services provide case-management and advocacy for each client.

Duties and Responsibilities

Client

- Providing case management that is client focused, socially inclusive, non-judgemental and empowering underpinned by best practice principles.
- In conjunction with each client, and using all relevant assessments, developing goal orientated case plans relevant to the specific needs of the individual.
- Documenting all case manager/client interactions, service interactions.
- Using information gained during intake and using this and other relevant material to assist ongoing assessment of client needs.
- Support and assist client in a way that promotes independence, empowerment and prevents a return to homelessness.
- Provide a multidisciplinary and integrated approach to case planning clients, this includes working with other staff as well as staff from other agencies and services involved in a client's care and support.
- Maintain confidentiality according to the Society and legislation.
- Conduct regular case plan reviews with clients
- Working with the client to provide client referrals to a range of appropriate services.
- Provide informal counselling and emotional support to clients.
- Advocate for clients where necessary, including government departments, courts, and service providers.
- Assist clients with living skills and community engagement where appropriate.

Team / Society

- Maintaining a broad understanding of state and federal government policies, that have a direct impact on the delivery of services to homeless/people at risk of homelessness and, as directed, assisting the Team Leader / Regional Manager in responses to any government reviews or sector development
- Maintaining good relationships with other bodies that interact with SVDP Support Services and its clients.
- Maintaining an allocated case load.
- Contribute to Policy Development.
- Attend and actively participate in Staff Meetings.
- Providing weekly case work report to interagency, conferences etc and attend regular supervision
- Perform other duties as may be requested from time to time;

Employee

- Keeping up to date with current and leading client management practices in order to provide or facilitate innovative and effective case working practices.
- Participating in training workshops, and ongoing professional development.
- Adhere to all SVDP WHS safety policies and procedures and meet WHS legal obligations.
- Work in a collaborative manner with all staff.
- Participate in the annual appraisal process.
- Working within the SVDP NSW Support Services Code of Practice and SVDP Code of Conduct.
- Participate in a rotating roster, including weekends if relevant

Essential Criteria

- Qualifications in Social Work/Social Science/Community Welfare or other relevant field or equivalent work experience
- Possess good negotiation and conflict resolution skills
- 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
- Proven organisational skills and the ability to prioritise work/client load
- Sound knowledge of, and an ability to access, a range of relevant community resources, particularly in the areas of drug and alcohol services, mental health, legal assistance, income support, employment service providers, training and accommodation, family assistance and permanent housing options
- Demonstrated ability to work as part of a team and to work independently and unsupervised
- Sound knowledge of WHS legislation as it relates to the workplace
- Understanding of child protection issues, legislation and requirements
- Sound knowledge of the social, community and private rental housing market in NSW
- Demonstrated experience in managing a caseload and case planning, including people with complex and/or high-level needs
- Current NSW driver's licence
- Current First Aid certificate
- Proficiency with computers

Desired Criteria

- Past experience working with homeless/at risk of homelessness, or marginalised client groups
- Current working knowledge of SHIP database

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