



## Case Worker

### Position Description

---

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

Email: [vinnies@vinnies.org.au](mailto:vinnies@vinnies.org.au)  
Website: [www.vinnies.org.au](http://www.vinnies.org.au)  
Donation Hotline: 13 18 12

<b>Position Title</b>	Case Worker
<b>Responsible Council</b>	Sydney Archdiocese Central Council
<b>Reports To</b>	Senior Team Leader
<b>Reports From</b>	Not Applicable
<b>Base Location</b>	Eastern Suburbs SHS District

**Primary position objective** The position holder 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, and who are experiencing or are at risk of homelessness.

The aim is to work towards achieving positive client-focused outcomes, including appropriate exit points while utilising trauma informed care and cultural competency best practices.

## 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

- Providing case management that is client-focused, socially inclusive, non-judgmental and empowering underpinned by best practice principles.
- Ensuring that client support is consistent with the Society's Client Service Delivery Model (CSDM) including demonstrating support consistent with trauma informed care practices.
- Developing goal-orientated case plans in conjunction with each client and, using all relevant assessments, conduct regular case plan reviews specific to the needs of the individual reflecting trauma informed care practices.
- Documenting all case worker/client interactions.
- Using information gained during initial assessment and using this and other relevant material to assist ongoing assessment of client needs.
- Supporting and assisting clients in a way that promotes independence, empowerment and prevents a return to homelessness.
- Providing 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.
- Meeting service targets as required by Team Leader.
- Maintaining confidentiality according to the Society's Code of Conduct and legislation.
- Providing client referrals to a range of appropriate services.
- Advocating for clients where necessary, including government departments, courts, and other service providers.
- Assisting clients with living skills and community engagement where appropriate.
- Providing informal counselling and emotional support to clients.

### Team / Society

- Maintaining a broad understanding of State and Federal government policies that have a direct impact on the delivery of services to people experiencing or at risk of homelessness and, as directed, assisting the Coordinator in responses to any government reviews or changes.
- Maintaining good relationships with other bodies that interact with Sydney Archdiocese and its clients.
- Maintaining an allocated caseload.
- Contributing to policy development.
- Attending and actively participating in staff meetings.
- Providing weekly case work report to the Coordinator and attend regular supervision.
- Performing other related 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.
- 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

- Cert IV in relevant field or higher level qualifications in Social Work/Social Science/Community Welfare or other relevant 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.
- Good organisational skills and the ability to prioritise work/client load including people with complex and/or high-level needs.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Good 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.
- 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-judgmental, 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.
- Demonstrated experience in managing a caseload and case planning, including for people with complex and/or high-level needs.
- Good knowledge of WHS legislation as it relates to the workplace.
- Current NSW drivers licence
- Current First Aid Certificate or willingness to obtain one (within a timeframe of being employed with the Society).
- Demonstrated ability to use client database and Microsoft Office packages such as Word, Excel, Outlook.
- Willingness to travel as some mobility of location will be required to meet the needs of the clients.

## Desired Criteria

- Diploma or higher level qualifications in Social Work/Social Science/Community Welfare or other relevant field.
- 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.
- Ability to speak a language other than English.
- Ability to facilitate groups (where relevant to the specific role).

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