



## Referral Centre Officer

### Position Description

<b>Position Title</b>	Referral Centre Officer
<b>Reports To</b>	Manager – Member Services Maitland/Newcastle Central Council (MNCC)
<b>Base Location</b>	MNCC Referral Centre – Islington, Newcastle
<b>Primary position objective</b>	The position is responsible for the effective administration and supervision of the MNCC Referral Centre and the coordination of the Centre’s volunteers.  The aim is to achieve clear communication with all clients seeking assistance, to implement effective referral practices and to develop positive relationships with Conference Members who support and assist our clients. This will enhance the client experience and the ability of the Society to meet the changing needs of the community.

## 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 staff. 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

The MNCC Referral Centre provides a centralized contact for clients to call and register their request for assistance. The Referral Centre services 25 Conferences across the City of Newcastle, Lake Macquarie, Port Stephens and Maitland Regional areas and operates 9am-12pm 5 days a week. The Centre is staffed by volunteers.

## Duties and Responsibilities

### Client

- Ensure client enquiries are received in a professional and compassionate manner.
- Ensure all information is recorded accurately and comprehensively.
- Provide referral information for external services if required
- Input information into Client database in an accurate and timely manner
- Respond to public enquiries
- Follow up with the Conference and record the outcome of assistance requests.
- Provide all duties in a respectful, non-judgmental and inclusive manner, upholding and respecting the rights of clients at all times
- Maintain confidentiality according to Society policy and legislation.

### Administration

- Supervise and coordinate the Volunteers and their roster
- Provide daily support and back-up for the Volunteers who are on duty
- Update and manage client resource information (both internal & external)
- Assist in the planning and preparation of meetings and volunteer training
- Provide reports as required
- Maintain the RC petty cash system
- Ensure all maintenance needs are managed effectively and in a timely manner
- Open and date stamp all correspondence.
- Maintain an adequate inventory of office supplies
- Ensure all WHS practices are adhered to and enforced.

### Society Relationships

- Maintain good relationships with all stakeholders that utilize the Referral Centre (Conference members, Central Council staff and clients)
- Attend and actively participate in Staff Meetings.
- Perform other duties within the scope of the role as may be requested from time to time;

### Employee

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

## Essential Criteria

- Minimum Cert IV in relevant field e.g. Community Services, Community and Home Care, Mental Health
- Demonstrate proficient knowledge and experience in office administration.
- Demonstrate proficient knowledge and experience in volunteer/workforce coordination
- Ability to use client data base and Microsoft Office packages such as Word, Excel, Outlook
- 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 of the St Vincent de Paul Society and the Society's Code of Conduct, and a commitment to maintain an ethical, non-judgmental, attitude towards clients, members and staff.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Sound knowledge of WH&S legislation as it relates to the workplace.

### **Desired Criteria**

- 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, accommodation services, family assistance and housing options.
- Experience in working within the community service sector.
- Current First Aid certificate or willingness to obtain one (within a timeframe of being employed with the Society)

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