



POSITION DESCRIPTION

1. POSITION DETAILS			
Position Title	Financial Wellbeing Case Coordinator – Elizabeth	Classification	SCHADS Level 4
Division	Community Services	Employment Status	PT, 20 hours per week. Fixed Term until 30/6/2025
Location	Vinnies Elizabeth	Date Created	January 2024
Reports to	Community Programs Manager	Date Approved	April 2024
		Review Date	April 2025

2. POSITION CONTEXT

Organisational Overview	<p>The St Vincent de Paul Society (The Society) is a lay Catholic organisation and a major international charitable and voluntary organisation, which has been in existence in South Australia (SA) since 1884.</p> <p>The principal role of The Society is to provide for or alleviate the various needs of disadvantaged people in the community by genuinely addressing poverty and hardship through assistance and advocacy. The Spiritual mission of the Society is to continue the mission of Jesus Christ.</p> <p>Our core work is to assist people in need and to combat social injustice across SA. We do this through our local member networks, known as Conferences, which operate across 60 communities throughout the State, and through our Special Works.</p> <p>The Society in SA operates 34 Vinnies Centres (shops), Special Works which includes the Vinnies Men’s Crisis Centre (VMCC), Vinnies Women’s Crisis Centre (VWCC), Fred’s Van (10 sites), Vinnies Open Door program, Vinnies Refugee and Asylum Seeker Service (VRASS) and Youth and Community Engagement, and a range of other special programs. Special Works support our key strategic work focus areas of homelessness, refugees and asylum seekers and support to victims of domestic and family violence.</p> <p>The Society has around 2500 members and volunteers as well as over 140 employees.</p>
Position Purpose	<p>The Financial Wellbeing Case Coordinator is responsible for providing culturally safe holistic, personalised support and services coordination for eligible referred clients to access services and assistance that will help them navigate pathways to financial well-being.</p> <ol style="list-style-type: none"> 1. Provide Case management and appropriate support to SVDP clients to address immediate needs in times of financial crisis, and ensure they are accessing services that they are eligible for. 2. Work in partnership to improve financial capability of referred clients in personal financial difficulty to make informed choices that address their financial problems, foster the improved use and management of money and achieve their goals. 3. Use a strengths-based approach to assisting clients to navigate life transitions and/or financial stress or crises that may negatively impact their well-being. 4. Ensure Case managed clients experience an increased satisfaction with the quality of their lives and the services they receive. 5. Work with local SVDPSA members as per service level agreement. 6. Support and advocate of behalf of clients to engage with mainstream services in their community including health and wellbeing services, employment and educational options. 7. To support clients to navigate complex service systems such as Housing and Centrelink. 8. Provide information and referral pathways to support and encourage self-management.

	<p>9. Implementing research and evaluation activities to contribute to programme and service improvement.</p> <p>10. To facilitate case conferences when required.</p> <p>11. Develop and maintain external referral networks with other relevant community service organisations for SVDPSA members to use within the region.</p> <p>12. Manage critical/complex situations that are managed in a proactive way.</p> <p>13. Ensure client records are maintained accurately and timely to facilitate accurate reporting to key stakeholders.</p>
Line Management	This position reports to the Community Programs Manager.
Key Interactions/Relationships	<ul style="list-style-type: none"> • General Manager Community Services • Community Development personnel • Conference Presidents and members. • Financial Counsellors • Society Companions (clients) • Other relevant community organisations
Authority to Act/Delegations	<ul style="list-style-type: none"> • This position has no delegations of Authority
Special Conditions	<ul style="list-style-type: none"> • Flexible approach to working hours over the weekdays (4 hours a day) • As part of the Society's commitment to safety, welfare, and integrity, employment is contingent upon satisfactory National Police Checks, Working with Children check, performance appraisals, and employment health checks, both upon commencing employment and as requested throughout. • A valid Class C Driver's licence.

3. PRIMARY OUTCOMES AND ACCOUNTABILITIES

KEY RESULT AREA	PERFORMANCE MEASURES
Case Coordination	<p>The key accountabilities of this role include case coordination accountabilities:</p> <ul style="list-style-type: none"> ○ Assist each client to recognise, develop and use their strengths to overcome financial wellbeing barriers. ○ Support the client to create strategies to achieve their goals. ○ Identify other people and organisations who can support the client in achieving their goals, including those in domains outside the case coordinator's expertise. ○ Co-design financial wellbeing intervention and case plan with clearly identified goals for referred clients with complex presenting issues that impact on their financial wellbeing. Average complex caseload of approximately 35-40 clients p/a. ○ Establish and maintain relationships with other external community services organisations in a region defined by the Society to create external referral networks and pathways for SVDPSA conferences to use to provide holistic support to clients. ○ Ensure that the client's right to privacy and confidentiality is acknowledged and maintained at all stages of the case management process, and only information which is necessary for the delivery of the service is collected, used, shared and stored. ○ Provide direct case management support to at least 35 clients pa. ○ Provide accurate and detailed case notes are maintained outlining participant goals, progress achieved, and actions required

Records Management	<ul style="list-style-type: none"> • Maintain high levels of accountability to the client and the funding body in terms of both service delivery and reporting requirements. • Develop, control, and administer an effective and efficient correspondence and records management system that is in accordance with legislative requirements.
Project Administrative Support	<ul style="list-style-type: none"> • Undertake basic research and data collection to identify the community's emerging poverty trends. • Communicate and liaise with financial counsellors, community development and engagement coordinator, and relevant society members to support pilot project periodic reviews.
Build and Maintain Effective Relationships	<ul style="list-style-type: none"> • Develop and maintain positive working relationships with Society members, staff, volunteers, and diverse groups of clients and other community services organisations. • Participate in organisational communication and development systems e.g. staff meetings, planning/review days.
Continuous Improvement	<ul style="list-style-type: none"> • Support and contribute to the development and application of established work procedures, practices, and guidelines.
Workplace Occupation Health & Safety (The Society is aligned to the Catholic Safety & Injury Management (SA) System)	<p>All employees have a responsibility for their own health and safety and to avoid adversely affecting the health and safety of any other person with a connection to their work. Your responsibility is to:</p> <ul style="list-style-type: none"> ○ Foster a culture of respect, inclusivity, and support within the workplace. ○ Support the development and maintenance of WHS best practices within the workplace. ○ Adhere to safe work and welfare practices, policies, and procedures. ○ Participate in relevant WHS training programmes. ○ Follow any reasonable instruction and training provided in relation to health and safety at work. ○ Report physical and psychological hazards, accidents, and unsafe workplace practices in the workplace. ○ Participate in workplace WHS inspections/audits and assist in the maintenance of WHS facilities, resources, equipment, and information.

4. POSITION COMPETENCY PROFILE

TECHNICAL	DESCRIPTION
Case coordination Skills	<ul style="list-style-type: none"> • Understanding of the principles of social justice, empowerment and self-determination. • Demonstrated experience working with people with complex financial well-being needs. • Demonstrated experience in case management including assessment, planning, referral, and advocacy.
Information Technology Skills	<ul style="list-style-type: none"> • Proficient in the use of a range of computer software systems, including the Microsoft suite of applications.
Communication Skills	<ul style="list-style-type: none"> • Ability to communicate with diverse groups of clients to co-design intervention plans to achieve financial well-being goals. • Professional and formal written communication skills to build relationships with other community organisations and establish formal referral networks.
Organisational Skills	<ul style="list-style-type: none"> • Ability to effectively manage multiple complex cases. • Ability to work with diverse group of society members and clients. • Ability to show appreciation of others' workloads and priorities and be willing to assist where practicable.

Personal Skills	<ul style="list-style-type: none"> • Self-motivated and able to work under pressure with clients with complex financial wellbeing issues as a result of diverse socio-economic issues including intergenerational poverty and trauma. • Proven ability to be proactive, decisive and action/results oriented. • Guarantee to maintain confidentiality and be non-judgemental. • Well-developed interpersonal skills and capabilities in relationship building to engender trust, cooperation and harmony amongst staff, members and volunteers.
BEHAVIOURAL	DESCRIPTION
Ethics and Values	<ul style="list-style-type: none"> • Understanding of, and commitment to, the philosophy, ethos, mission, and values of The Society. • Be able to promote the core values of The Society and ensure that the Code of Conduct is upheld. • Understand and demonstrate alignment with SVDP SA Conference Principals.
Interpersonal Relations	<ul style="list-style-type: none"> • Establish and maintain effective working relationships with internal and external stakeholders. • Applies appropriate discretion and maintains confidentiality in dealing with sensitive and confidential information. • Considerate of other views, diplomatic and communicates in a timely, clear, accurate and valuable manner.
Self-Management	<ul style="list-style-type: none"> • Demonstrate resilience, manage emotions and exhibit balanced optimism when facing challenges. • Maintain commitment to professional development. • Maintain flexibility in managing work situations, workloads and changing priorities.
Professional Accountability	<ul style="list-style-type: none"> • Is a role model for performing work at a high standard. • Accepts responsibility for actions and consequences of decisions.
5. OTHER REQUIREMENTS	
Essential Qualifications and Experience	<ul style="list-style-type: none"> • Degree/Tertiary Qualification in social science (preferably community service/social work) with minimum of 2 years' experience in case management role in community and financial wellbeing setting.
Desirable Qualifications and experience	<ul style="list-style-type: none"> • 5 years of experience in case management role in community, social justice and financial wellbeing setting. • Knowledge of, and commitment to, the ethos, values, and mission of the St Vincent de Paul Society. • Knowledge of 'The Rule' - the governing document of the St Vincent de Paul Society internationally, written for members and volunteers.
Duties as otherwise required	<ul style="list-style-type: none"> • St Vincent de Paul Society is a not for profit that aims to take opportunities to maximise the benefit it provides to the community. From time to time, this role may be asked to undertake other duties of a similar level