



## POSITION DESCRIPTION

Position title:	Emergency Relief Officer
Time fraction	0.4EFT, 15 hours (2 days per week)
Position holder:	TBC
Position reports to:	Senior Manager, North, West & Barwon
Program:	Emergency Relief
Location:	Melton

### MISSION - VISION - VALUES

Relationships are at the heart of why CatholicCare exists. We help people to build positive relationships, and repair connections when needed.

*“I have come so that you may have life and have it to the full”*

{John 10:10}

CatholicCare works on behalf of the Archdiocese of Melbourne and the Diocese of Sale with a mission to break down the barriers to social inclusion by strengthening families and communities.

Our vision is for a stronger, more resilient and inclusive society – where everyone can reach their potential and enjoy life to the full.

We draw on the principles of Catholic Social Teaching to inspire and direct our endeavours. As an organisation, and as individuals, we value; Dignity, Compassion, Collaboration, Inclusion, and Responsibility. The Emergency Relief (ER) Program is provided by CatholicCare Victoria Tasmania (CCVT) and the program is funded by the Federal Department of Social Services (DSS) with assistance from Melton City Council.

### POSITION PURPOSE

To provide support to clients including intake, registration and provision of emergency relief; liaison with other service providers; and handling external enquiries.

Responsibilities include the distribution of ER assistance (eg food vouchers, food, pharmacy assistance, petrol); referral to other services; advocacy and provision of information to support the client to receive extended assistance. Assistance is provided in a manner that respects the privacy of the client. In the delivery of Emergency Relief in Melton, CatholicCare have sought the assistance of the City of Melton to provide the ER service from the Melton Civic Centre.

### POSITION ACCOUNTABILITIES

*NOTE: This position description intends to describe the general nature and level of work related to this role. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not necessarily significant.*

Key tasks of the Role	Key Activities	Expected Outputs and measures
Interview clients, maintain appropriate records and	<ul style="list-style-type: none"> <li>Interview clients whilst respecting client boundaries</li> <li>Maintain privacy of the clients</li> <li>Maintain appropriate case notes through</li> </ul>	<ul style="list-style-type: none"> <li>Client service provided within scope of the ER Officer’s role</li> <li>Notes accurately reflect the conversation and requirements of</li> </ul>

Key tasks of the Role	Key Activities	Expected Outputs and measures
<b>refer to appropriate personnel</b>	<ul style="list-style-type: none"> <li>clear, concise and factual records of conversations</li> <li>Refer clients to the appropriate personnel/ expert as required</li> </ul>	<ul style="list-style-type: none"> <li>the client</li> <li>Referrals are made to the appropriate expert</li> <li>Maintain non argumentative approach at all times</li> </ul>
<b>Provide direction and supervision to ER volunteers</b>	<ul style="list-style-type: none"> <li>Support any volunteers that may be recruited to assist delivery of the program</li> <li>Assist in training and supporting other staff or volunteers providing ER</li> </ul>	<ul style="list-style-type: none"> <li>Volunteers (if applicable) are supported</li> <li>Training assistance is provided, when required</li> </ul>
<b>Meet client needs</b>	<ul style="list-style-type: none"> <li>Inform applicants of organisational policy &amp; resources, including privacy &amp; confidentiality and data collection</li> <li>Conduct assessment interviews</li> <li>Provide emergency relief within guidelines and program resources</li> <li>Advocate on behalf of the client and provide relative information on other services or refer to appropriate support</li> <li>Adopt a holistic client centred approach incorporating our mission and values, to identify deeper issues that impact on clients and provide support options</li> <li>Obtain client's written permission on "Release of Information" prior to advocacy, referral or contact with other service providers</li> <li>Assist with administration duties, data entry and telephone enquiries</li> </ul>	<ul style="list-style-type: none"> <li>Serve clients promptly and in a courteous and respectful manner and ensure clients leave satisfied with assistance provided</li> <li>Data entry accurately reflects assistance provided</li> <li>Positive client feedback through evaluation forms</li> <li>Complaints and Compliments data is collected</li> <li>Copies are stored in a secure location on site</li> </ul>
<b>Maintain records within confidentiality and privacy guidelines</b>	<ul style="list-style-type: none"> <li>Record changes to client situations, current issues and details of interview outcome on clients ER Assistance Form</li> <li>Record required statistical information</li> <li>Maintain strict confidentiality in regard to client information</li> <li>Provide relative information on other services or refers to appropriate support</li> </ul>	<ul style="list-style-type: none"> <li>All ER Forms are fully completed – i.e. Client Registration Client Assistance Client Referral (if required)</li> <li>All hardcopies are provided to the ER Support Worker for recording in Penelope.</li> </ul>
<b>Provide quality customer service</b>	<ul style="list-style-type: none"> <li>Provide empathetic client service</li> <li>Listen and ask appropriate questions without making judgements</li> </ul>	<ul style="list-style-type: none"> <li>Minimise client complaints</li> </ul>
<b>Maintain a safe and healthy environment</b>	<ul style="list-style-type: none"> <li>Monitor and address any health and safety concerns within the premises</li> </ul>	<ul style="list-style-type: none"> <li>Report any potential health and safety concerns to supervisor (i.e. Site ER Support Worker/ Team Leader / Manager)</li> <li>Complete hazard/ incident and accident form in a timely way</li> </ul>

## KEY SELECTION CRITERIA

### Qualifications

- Qualifications appropriate to the position

### Experience

- Demonstrated understanding of initial needs identification and assessment when responding to service requests
- Sound experience in effectively engaging with clients presenting in crisis with multiple, complex support needs
- Demonstrated experience liaising collaboratively with multiple service providers to engage and support clients
- Sound skill and experience using a Client Management system, preferably Penelope
- Proficiency in Microsoft packages including Outlook, Word and Excel, with the ability to quickly adapt to other applications

### Competencies

- Excellent telephone manner, including the ability to provide advice and referral information over the phone to callers enquiring about a range of program and personal matters
- Competence in file creation and maintenance
- Excellent prioritization and time management skills to meet deadlines
- Strong attention to detail, and the ability to work effectively in, and contribute to, a positive and productive team environment
- Flexibility in environment

### Personal qualities and attributes

- Strong customer service ethic with demonstrated compassion for those in need
- Awareness to respond to the diverse needs of the community including a wide range of cultural and socio-economic groups
- Excellent interpersonal skills, able to establish rapport easily
- Ability to perform effectively in both autonomous and team work environments
- Ability to liaise with external service providers and advocate on behalf of the client for their support/services
- Excellent time management skills to meet deadlines and multi-task

### Other requirements

- Commitment to client confidentiality
- Commitment to the CatholicCare Values
- Current Victorian Driver's Licence
- Current Australian Wide Police Check
- Current International Police Check (if have lived overseas for 12 months continuously in the past 10 years)
- Current Working with Children Card
- Relevant documentation certifying the right to work in Australia

## JOB SCOPE

Roles reporting to this position:	<ul style="list-style-type: none"><li>• None</li></ul>
Key stakeholders – internal:	<ul style="list-style-type: none"><li>• CatholicCare staff</li></ul>
Key stakeholders – external:	<ul style="list-style-type: none"><li>• Melton City Council; Clients, contact with Stakeholders and the community</li></ul>
Budgetary accountability:	<ul style="list-style-type: none"><li>• Relevant spend limits for ER approx. \$70K per annum</li></ul>
Confidentiality of information:	<ul style="list-style-type: none"><li>• High</li></ul>

## **JOB CONDITIONS**

Conditions of Employment are in accordance with the Centacare Catholic Family Services (CCFS) Employment Agreement 2008. CCFS changed its name to CatholicCare on 4 April 2011, but the Centacare Catholic Family Services Employment Agreement 2008 endures until it is re-negotiated and updated.

CatholicCare has Public Benevolent Institution tax status; our employees can reduce their taxable income through salary packaging and thereby increase their take-home salary.

All staff employed by CatholicCare are expected to perform their work in a manner consistent with the mission and practice framework of the organisation.

There may be occasions when overtime is necessary to complete tasks; however, this is not the norm.

## **SIGNATURES**

Employee:	Date:
Senior Manager/Director:	Date:
Director Human Resources:	Date: