



## Client Outcome Facilitator

### Position information

Area:	Programs
Reports to:	Services Manager
Engagement:	Employee Agreement

### Your role

As Client Outcome Facilitator you will be responsible for the provision of case management, advocacy and support for clients engaged through your respective program. Employed to provide holistic support throughout all facets of the client journey, an inherent requirement of this role is to provide case management which focuses on client needs and fosters client capacity toward independence.

A key outcome of this position is to assist in enabling clients to reconnect with their community by providing information and referral advice within the context of approved case management plans.

Operating within the program Service Agreement, you may be required to perform shift work including afternoon, night and weekend work if applicable to your program.

### Society's mission and values

The Society is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Commitment, compassion, respect, integrity, empathy, advocacy and courage are our values. We work together in an environment where our people have a shared understanding of how we behave towards each other, the individuals and communities we serve, our supporters and all those we are in contact with through our good works.

### Key responsibilities

- Facilitator the development of relevant programs (including life skills) which promote independence and improve living skills of clients.
- Provide holistic end-to-end client support throughout the client journey
- Undertake case management activities with a supported approach, focusing on client needs, community supports and capacity building
- Initial assessment and screening of client engagement and suitability
- Ongoing assessment of client needs including risk assessments and safety planning where appropriate
- Providing emotional and practical support that is proactive, persistent, reliable and comprehensive and provided in a manner that is respectful of the dignity and privacy of individuals

# POSITION DESCRIPTION



- Development of client-centred case management plans as per Society policies and procedures facilitate capacity building through the provision of information and referral advice, ensuring clients are connected to appropriate services and social structures
- Develop linkages with local agencies and support networks to facilitate the integration of clients into the wider community
- Regularly review case management plans, following up on identified needs and creating additional plans as required
- Support a culture of safety, operational excellence and continuous improvement throughout the operations, with demonstrated year on year improvements in all areas.
- Undertake other duties, which are assigned from time to time by your Manager
- Comply with all WHS duties and responsibilities as a worker in accordance with the document WHS Directive: WHS Roles and Responsibilities and the WHS Act 2011
- In all duties, comply with the behavioural expectations set out in the St Vincent de Paul Society Queensland Code of Conduct, and our policies and procedures

## Qualifications and experience

- Minimum Certificate III in Community Services or related field or Alcohol and Other Drug (AOD) tertiary qualification where area of operation is within a Drug and Alcohol rehabilitation or aftercare facility
- Knowledge of and ability to work within relevant legislation and guidelines relating to the delivery of case management and safety and risk within the program area of operation
- Previous experience as a Support Worker or equivalent within the program area of operation
- Personal aptitude for working within set guidelines and adhering to all relevant policies and procedures
- Developed interpersonal, communication and organisation skills including the ability to exercise judgement and contribute to a team environment
- Ability to deliver advocacy on behalf of clients and ensure confidentiality of client information at all times
- Understanding of and commitment to the philosophy of the St Vincent de Paul Society Queensland and an ability to work in accordance with policies and procedures to promote the values and mission of the Society