



POSITION DESCRIPTION

Case Worker – ACT

Location:	Rheinberger Centre, Yarralumla ACT
Department:	Conference Support
Reports to:	ACT Conference Support Coordinator
Direct reports:	Nil
Classification:	Level 4
Employment Status:	Part Time 3 days a week
Work Environment and Travel:	Regular travel across the ACT and surrounding areas

Organisation

The St Vincent de Paul Society Canberra/Goulburn (the Society) has been serving the local community since 1924. We are a charity based, not-for-profit organisation offering a 'hand up' to people in need, regardless of their creed, ethnic or social background, health, gender, or political opinion. We achieve this by respecting people's dignity, sharing our hope and by encouraging people to take control of their own destiny. We work to shape a more just and compassionate society.

Our services extend across the ACT and surrounding areas, from Lake Cargelligo in the west to Tumut in the Snowy Mountains, down to Eden, up to Batemans Bay, and inland to Crookwell. Our members, volunteers, and employees work together to support local communities.

Conferences are the primary unit of the Society and operate in accordance with the Rule and the principle of subsidiarity.

Values

Our own actions and behaviours in performing our duties are guided by the Society's Code of Conduct and organisational values of *Courage, Respect, Compassion, Advocacy, Integrity, Empathy* and *Commitment*

Position Primary Purpose

The ACT Case Worker provides short-term support to companions referred by ACT Conferences, with a focus on early intervention, assessment, practical support, and referral to appropriate local services.

The role supports ACT Conferences through case-related advice, information sharing, and referral pathways, recognising that the ACT has a broad range of local supports and specialist services available.

Under the guidance of the ACT Conference Support Coordinator, the role assists companions to stabilise immediate issues and connect with longer-term or specialist services where required.



Key Responsibilities

- Provide short-term support to companions referred by Conferences, including assessment, goal setting, practical assistance, and referral.
- Undertake brief assessment, support planning, coordination, referral, and identify potential supports and referrals.
- Identify and connect companions with local ACT services for longer-term, specialised, or ongoing support where needs sit outside the scope of short-term case management.
- Work with local Conferences to support coordinated responses to immediate companion needs, while encouraging appropriate referral to community, government, and specialist services.
- Maintain clear boundaries around the role by providing short-term intervention rather than ongoing therapeutic, specialist, or intensive casework support.
- Maintain accurate, timely, and compliant case records in approved systems.

Conference Liaison

- Liaise directly with Conferences on case-related matters for the companions they support, particularly where brief intervention, referral, or service navigation is required.
- Provide advice, information, and support to help Conferences respond appropriately to companion needs without assuming responsibility for longer-term support where referral options are available.
- Share information about relevant local ACT services and referral pathways to strengthen Conference responses and reduce duplication of support.
- Ensure communication with Conferences is clear, respectful, and aligned with Society frameworks.

Boundaries and Subsidiarity

- Conferences operate under the principle of subsidiarity and retain full responsibility for decision-making regarding assistance and operations.
- The Case Worker does not direct Conferences or make, influence, or determine Conference decisions.
- The role is to support, advise, and assist Conferences in relation to case matters, not to instruct them or make decisions on their behalf.
- The Case Worker does not provide governance, operational, compliance, or training direction to Conferences.
- The role does not replace specialist services or provide ongoing intensive casework where companions can be appropriately referred to local supports.

Collaboration and Professional Practice

- Maintain accurate and up-to-date systems, including calendars and client databases, to support effective information sharing within the team, without directing or coordinating the work of other roles.
- Build effective working relationships with internal colleagues and external ACT service providers to support timely referral, warm handover, and coordinated short-term outcomes.
- Participate in supervision, team meetings, and professional development as directed.
- Adhere to all Society policies, Code of Conduct, safeguarding requirements, and legislative obligations.



Reporting and Authority

- The Case Worker reports to the ACT Conference Support Coordinator. All decisions relating to workload allocation, prioritisation, case oversight, and performance management sit with the ACT Conference Support Coordinator

Capabilities, Knowledge and Experience

To be successful in the role the Case Worker will be required to have:

- Tertiary qualification in Social Work, Community Services, or related discipline, or equivalent experience.
- Demonstrated experience providing short-term case management, service navigation, referral, or community support to people experiencing vulnerability or complex life circumstances.
- Knowledge of ACT community, government, and specialist service systems, with the ability to identify suitable referral pathways and support warm referrals.
- Ability to work within role scope by providing brief intervention and referral support, rather than ongoing intensive casework where specialist or long-term services are available.
- Strong communication, relationship-building, and organisational skills.
- Ability to work independently while contributing effectively within a team.
- Competency in Microsoft Office and case management systems.

Essential requirements

To be eligible for employment at the Society applicants:

- must hold working rights in Australia.
- must hold a current driver licence.
- offered employment will be required to undergo a police record check and to successfully obtain or hold a Working with Vulnerable People (WWVP) card and Working with Children Check (WWCC). To undertake these checks individuals must be willing to disclose all relevant and required information.



Work Environment Checklist – Case Worker

The Society is committed to providing safe work environments for all Managers, clients, and visitors. Risks to health and safety will be eliminated and controlled so far as reasonably practicable, and adequate training and PPE supplied for Managers exposed to residual risks.

The purpose of this checklist, completed by the position's supervisor, is to advise applicants of hazards inherently associated with the role.

To protect Managers and the Society, some positions may be subject to confidential pre-employment medical assessments to identify applicant's suitability for the role and any required reasonable adjustments.

Frequency Definitions		2	Infrequent, up to 1/3 of the role
0	Not applicable to role	3	Frequent, up to 2/3 of the role
1	Rare, incidental to role	4	Constant, over 2/3 of the role

For each of the following hazards, indicate whether position duties are expected to result in exposure:

Manual/Physical	0	1	2	3	4
Prolonged sitting			X		
Prolonged standing			X		
Lifting from the ground		X			
Lifting above chest height	X				
Lifting/carrying 15kg	X				
Reaching/stretching arms		X			
Repetitive arm/shoulder work	X				
Bending/leaning forward		X			
Turning/twisting		X			
Kneeling or squatting		X			
Pushing/pulling		X			
Fine motor skills/manipulation			X		
Use of ladders/stairs		X			
Trip hazards, uneven flooring			X		
Other	0	1	2	3	4
Work in isolation				X	
Remote work					X
Psychosocial demands					X
Critical incident response					X

Equipment Use	0	1	2	3	4
Car/Truck					X
Forklift	X				
Pallet Jack	X				
Computer/Keyboard				X	
Kitchen appliances		X			
Environmental	0	1	2	3	4
Low lighting			X		
Strong lighting			X		
Prolonged Noise	X				
Dusty environments	X				
Vibration	X				
Uncontrolled temperatures		X			
Work outside – no shelter		X			
Work in client homes					X
Chemical/Biohazard	0	1	2	3	4
Infectious Waste		X			
Flammable Substances		X			
Fumes/aerosols		X			
Hazardous substances		X			

Additional Potential Hazards:	
Supervisor Name: Siobhan Sweeney	Date: August 2026