



POSITION DESCRIPTION

Clemente Officer

Location:	Canberra, ACT
Department	Special Works
Reports to:	Manager Homelessness Services
Direct reports:	Volunteers/Students
Classification:	Level 5

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 commitment and delivery of our services to the community is through our people—members, volunteers and employees. They work together daily and provide a hand up to people across the ACT and its surrounding areas, from Lake Cargelligo in the west, across the Snowy Mountains to Tumut, down to Eden, up to Batemans Bay and inland to Crookwell.

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

Clemente provides disadvantaged persons with access to tertiary level education through a partnership between St Vincent de Paul and the Australian Catholic University. Clemente operates nationally with the ACT chapter starting in 2007. Enrolment is free to eligible students, and they are assigned a learning partner (volunteer) per semester of study to assist them achieve their educational outcomes.

This role is responsible for the direct coordination and management of the Clemente program. Working in partnership with the Australian Catholic University is a major element of the role. The development, management and wellbeing of the volunteer team is also essential.



Key Accountabilities

The Clemente Officer will be responsible for:

- All aspects of the day-to-day running of the Clemente program (in conjunction with ACU), within a culture of high customer service, providing timely and appropriate assistance and support.
- Engaging with community groups, stakeholders and potential students to promote the program and source potential funding opportunities.
- Managing the program to ensure operations meet volunteer and participant needs enabling safe and supportive relationships, with lower levels of social isolation and higher levels of education
- Develop and maintain an effective working partnership with Australian Catholic University as per the memorandum of understanding.
- Strategic and operational analysis and the implementation of continuous business improvement to ensure the program and services meet current and emerging needs.
- Development and management of a team of volunteers within the ethos of the Society and to the standard required by the program.
- The development of budgets and the management of finances with timely invoicing, acquittal, accrual and credit card processing.
- Providing advice on program performance against objectives, along with recommendations for improvements .

Performance Indicators

The Clemente Officer's contribution to the Society will be measured by:

- Demonstrated overall commitment and contribution to the vision and strategic goals of the Society as outlined in its strategic plan, specifically your contribution to the delivery of the Community Inclusion program teams including:
 - Delivery of the program so students re-engage with the educational system and achieve their goals on a semester-by-semester basis.
 - The key performance indicators and all other requirements of the memorandum of understanding are met as a minimum base line.
 - Productive and positive working relationship with the Australian Catholic University that leads to continuity of funding and opportunities to expand.
 - Budgets are developed, funding opportunities explored and financials managed to provide long term financial sustainability.
 - Productive working relationships between all other aspects of the Society's work to ensure the support provided to people whom we assist is consistent and seamless.
 - Effective and efficient coordination of all actions, referrals and events associated with the coordination of the program.
 - Well-maintained and up-to-date records that facilitate efficient operation, conform to legislation and show the achievement of outcomes.
 - Quality and continuous improvement of the program's functions, processes and outputs.



- Timely and accurate completion of documentation, records and statistics within legislation, government guidelines and Society requirements, maintaining confidentiality at all times.
- Commitment to and role modelling of the organisational values of the Society, guided by and in accordance with the Code of Conduct and compliance with policies and procedures, legislative and industrial requirements.
- Contribution to building the commitment and dedication of high performing and collaborative teams including your focus on actively participating to develop positive working relationships with employees, suppliers, members, volunteers and companions (the people we assist).
- Focus and activities to ensure the workplace culture is built on the wellbeing of people, trust, transparent communication with clear performance expectations, support, honest feedback, sharing of information and quality advice.
- Quality maintenance of records, and completion of reports and administration tasks that ensure the needs of the conference support and disaster relief functions are met, and meets legal and governance requirements, in line with the organisation's recording keeping policies and procedures.
- Ability to deliver against agreed work plans/objectives, developed collaboratively with your manager and critical to the delivery of the Community Inclusion operations and the overall success of the Society.

Capabilities, Knowledge and Experience

To be successful in the role the Clemente Officer will be required to have:

- Qualifications equivalent to tertiary level in welfare/ community/social work or education or relevant work experience in the community and/or education sectors.
- Demonstrated ability to plan and organise activities and events.
- Evidence of a clear ability to engage with the target group, understand and connect with their interests, concerns and needs and reflect this in the development and delivery of the program.
- An excellent level of communication that is professional, wins rapport and confidence and conveys genuine concern.
- Demonstrated evidence of collaborative engagement and the creation, development and management of stakeholder partnerships that leads to better outcomes for all stakeholders.
- Evidence of training, support, management, motivation and development of volunteers to achieve outcomes.
- Evidence of proven ability or clear capability to look beyond immediate workplace requirements and provide advice on strategies and policies for positioning the program to achieve into the future.
- Demonstrated understanding and experience of working with financials and the achievement of budget outcomes.
- Demonstrated ability to represent the interests and needs of the program to a wider audience and to promote it in the community.



- High level of proficiency in the use of technology (Microsoft Office Suite) along with demonstrated experience in the operational use of record keeping database packages, including efficient and accurate data entry skills.

Essential requirements

To be eligible for employment at the Society applicants:

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



Work Environment Checklist – Clemente Officer

The Society is committed to providing safe work environments for all workers, 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 workers 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 workers 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: Manager – Homelessness Programs

Date: September 2026