



Position description

Title	Program Manager, Financial Counselling
Reports to	General Manager – Economic Participation & Enterprises
Direct Reports	5 direct reports. 3 x Financial Counselling team leads & 1 Service Excellence Reporting Manager & 1 x Administration Assistant.
Classification & Salary	SCHADS Level 8.1 (\$125,000 plus super and salary packaging)
Employment Status	Full Time, On-going
Primary Location	Mornington Peninsula/Hastings Sites
Date	March 2020
Good Shepherd Australia New Zealand (GSANZ)	
<p>Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.</p> <p>We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, parenting programs and playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.</p>	
Role Purpose	
<p>This role is a senior operational role at Good Shepherd Australia. The Program Manager, Financial Counselling will provide operational leadership across a number of financial security and wellbeing services including financial counselling.</p> <p>Reporting to the General Manager, Economic Participation and Enterprises, the Program Manager will lead a dedicated team of around 16 Financial Counsellors, located across Melbourne’s West, Inner, South East and Peninsula, Gold Coast and Sydney.</p> <p>The Program Manager will work with the financial counselling teams to achieve high-quality, person-centered services that achieve clearly measured, robust client outcomes.</p> <p>The Program Manager will ensure that our services are delivered in accordance with GSANZ strategy, contractual and accreditation requirements and contemporary service standards and ethics.</p> <p>All services are delivered in close collaboration with our funding partners, including State, Federal and Corporate bodies.</p> <p>An exciting addition to the team is a Service Improvement & Reporting Manager who is responsible for data capture, analysis & reporting. This role will report to the Program Manager, Financial Counselling.</p> <p>The Program Manager role will also support customer service and site safety through supervising one Peninsula-based site administration officer at Mornington office.</p> <p>The role will liaise closely with representatives from internal business units including communications, corporate services and service quality and will work closely with other Program Leaders, to ensure an integrated and consistent approach to people leadership and client service delivery.</p> <p>The ideal candidate will have experience in financial counselling, client service design, delivery and quality to support consistent and effective client outcomes in a complex work environment.</p> <p>The candidate will have demonstrated leadership and management, including strong consultation and collaboration skills to lead people through the implementation of our strategic plan.</p>	

Key Responsibilities

Core responsibilities of this multi-faceted role will include working closely with the Financial Counselling Team to:

- Deliver high quality services to clients. This includes building processes that ensure timely response to client needs, quality outcomes for clients, efficient processes and systems and excellent measurement & monitoring frameworks
- Build a high performing Financial Security & Wellbeing Team as they continue to build their skills in developing a best in class service
- Lead the development of an improved client experience. This includes using codesign methodology to build and test client journeys
- Ensure that reporting for funders is completed in a timely way with the highest levels of accuracy
- Work with General Manager & Service Improvement & Reporting Manager to build an internal reporting framework that allows for monitoring and measurement of service efficiency and quality
- Work closely with other colleagues in Good Shepherd, especially within the Economic Participation and Enterprises programs, to build strong service integration
- Work with the Quality Team to implement a quality system that supports continuous improvement
- Build positive relationships with funding partners, stakeholders and service & business networks

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service in line with team operational plan and GSAZ's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in GSAZ 's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other GSAZ team members and departments

Compliance

- Demonstrate behaviour consistent with GSAZ mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Leadership capabilities

- Interface management – manage relationships between team members and from the team itself to other teams or key stakeholders
- Active Listening- concentrate on, understand and appropriately respond, to what is being said
- Communication – effectively adapt communication modes and styles to different audiences and mediums
- Team Relationships – recognise, value and optimise the individual skills and abilities of each team member
- Problem Solving and counselling – work with others effectively to solve problems and develop capability
- Participative decision making – maintain clients at the centre of decision making and involve others for ownership and commitment
- Team development – development of strategies to address gaps and optimise team function
- Delegation – team members are developed to competently manage delegated tasks
- Objective setting – development of team and individual goals consistent with strategic and operational plan
- Quality Standards – commitment to quality standards, processes and continuous improvement
- Work allocation – allocates tasks and accountability to balance and optimise team outcomes

Qualifications, Experience and Mandatory Requirements

- Tertiary qualifications in Finance, Commerce, Community or Public sector leadership and management
- A strong understanding of funding, governance, legislation and contemporary quality frameworks in the community sector
- Relevant experience in, or understanding of best practice in financial counselling and capability delivery, with a focus on person centered and/or co-design approaches
- Demonstrated outcomes in leading and developing partnerships for effective outcomes
- Demonstrated experience in monitoring and reporting program performance to targets, program outcomes and risks
- Experience managing service delivery teams in a matrix managed environment
- Demonstrated capability with ICT, including reporting and case management databases.
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)
- A current Victorian driver's license

Key Selection Criteria

1. Cultivates productive working relationships
2. Experience in supporting staff through feedback, coaching and mentoring, including management of performance and workplace behaviour and conduct within set frameworks
3. Ability to manage the financial and other resources available to the work area within policy guidelines and budgetary expectations
4. Demonstrated ability to lead, develop and manage a team in a changing environment, including the ability to plan, prioritise and influence individual and team performance to achieve business outcomes and targets
5. High level verbal and written communication skills including the ability to compose clear, accurate and professional documentation

Values

- The value of each person
- Reconciliation
- Justice
- Zeal
- Audacity

Additional information

Employment is subject to:

- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity.

All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.