



Good Shepherd

Australia New Zealand

Position description

Title	Coordinator Financial Counselling Student Placement & Support
Reports to	Program Manager Financial Counselling
Direct Reports	Financial Counselling Students & Interns
Classification & Salary	SCHCADS Level 6
Employment Status	Part time (.6 FTE) until June 30 2021
Primary Location	Work from Home initially then location can be negotiated
Date	July 2020

Good Shepherd Australia New Zealand (GSANZ)

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.

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, family and youth programs, 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.

Role Purpose

The Coordinator Financial Counselling Student Placements & Support recruits Financial Counselling students and interns, coordinates placements and provides high quality practice mentoring for students on placement with GSANZ. Key to the position is to ensure a successful experience for the student on placement, and to create a Financial Counselling talent pool for GSANZ and the broader Financial Counselling sector.

This position will support and work closely with the Program Manager Financial Counselling, and Team Leaders based in Hastings, St Albans, Collingwood and Morningson.

The Coordinator will support client focused service outcomes in line with GSANZ mission and values and funding body requirements. The role includes practice support and supervision to financial counselling students and interns, liaison with teaching institutions, funding bodies and program partners, operational and relationship support to program development, and first line support to service quality, reporting and evaluation. The incumbent will work with colleagues to contribute to the development and delivery of Good Shepherd ANZ objectives, in line with our strategic plan.

Key Responsibilities

People

- Recruit and supervise Financial Counselling students and Financial Counselling Interns
- Ensure that students are well supported and experience a positive placement
- Contribute to an inclusive and healthy team culture
- Participate in regular formal supervision with the Program Manager

Clients

- Model exemplary client relationships that are consistent with GSANZ values
- Ensure the delivery of a client focussed service and effective communication pathways
- Maintain clear, concise and accurate client records and data

Strategy

- Deliver service in line with team operational plan and GSANZ's strategic plan
- Contribute to development of team plan
- Work collaboratively with the program manager, team members and other team leaders
- Contribute to the development and maintenance of effective internal and external relationships and partnerships that add value to GSANZ and enhance client outcomes

Compliance

- Maintain student and client files, case notes and records in accordance with best practise principles and funding requirements
- Demonstrate behaviours which are consistent with GSANZ mission, values, and Code of Conduct
- Ensure OH&S standards are maintained and adhered to
- Maintain agreed quality standards

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service in line with team operational plan and Good Shepherd'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 Good Shepherd '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 Good Shepherd team members and departments

Compliance

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

Qualifications, Experience and Mandatory Requirements

- Worked as a Senior Financial Counsellor with people in, or at risk of, poverty, family violence or family breakdown, including people from culturally and socially diverse backgrounds
- Provision of professional supervision and mentoring of Financial Counsellors
- Delivery of group activities consistent with adult learning principles
- Partnering with external agencies for high quality program delivery
- Delivery of client interviews, assessment, triage
- Monitoring program delivery and outcomes in line with funding requirements
- Formal qualifications/diploma in Financial Counselling and Financial Counselling Supervision or equivalent demonstrated experience
- Current registration with relevant peak bodies
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)

Key Selection Criteria

1. Demonstrated leadership qualities, consistent with GSANZ mission, policies and values
2. Commitment to personal and professional development and to the development of others.
3. A strong ethos of team collaboration, flexibility, and initiative
4. Demonstrated understanding of social justice and community capability building concepts
5. Excellent organisational, interpersonal and communication skills
6. Excellent written skills, including correspondence, case notes, records and data entry
7. Exceptional attention to detail

Values & Behaviours - We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

- Value of each person
- Reconciliation
- Justice
- Zeal
- Audacity

Additional information

Employment is subject to:

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

The above requirements will need to be supplied and verified prior to commencement

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.