

Position Description



Title	Team Leader, Financial Independence Hub
Reports to	National Program Manager, Financial Independence Hub
Direct Reports	Financial Coaches, Senior Practitioner Financial Coaches
Classification & Salary	SCHCADS Level 7.1 \$95,124 per annum (+ super). Salary packaging available.
Employment Status	Ongoing, full-time. Part-time applications negotiable
Primary Location	Melbourne
Date	July 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, 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.</p>	
Financial Coaching Program	
<p>Good Shepherd has developed an innovative financial guidance and coaching program in collaboration with the Commonwealth Bank of Australia. The program will support people in Australia who have been affected by financial abuse as a result of domestic and family violence (DFV) to achieve personal financial goals and financial independence.</p> <p>The program will support participants who are post the crisis stage to rebuild their financial capability, confidence, and independence in order to focus on their future financial goals through:</p> <ol style="list-style-type: none"> <p>1. Financial Guidance Coaching</p> <p>This will build participants' current skills and capabilities and support them to achieve their personal financial goals and achieve or maintain their financial independence. The experiences of those recovering from financial abuse are complicated greatly by risk of continued or reoccurrence of abuse, heightened safety concerns, ongoing legal proceedings and often reduced confidence in their own abilities. The participants have a need for contextually aware guidance and provision of support that is relevant and appropriate to their specific circumstances.</p> <p>2. Funding</p> <p>People affected by financial abuse often have little or no access to savings, they often face substantial expenses in leaving and safely building their future, and frequently have little access to traditional credit products due to damaged/incomplete credit histories and/or reduced income. Those affected by financial abuse may require access to credit, which is flexible and accommodating to their personal situation, in order to achieve their personal financial goals and establish their financial independence. The program, through the guidance coaches, will make loans available to participants to support the implementation of their personal roadmaps.</p> <p>3. Tools</p> 	

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In order to build confidence and capability, the program will adapt existing tools and resources to support those affected by financial abuse on their recovery journey. These tools will support the varied experiences, needs and capabilities of potential participants.

The service will provide financial guidance and support through the Financial Coaches, to assist participants to navigate the financial landscape and support their achievement of personal financial goals and financial independence. Through the Financial Coaches, non-profit loans may be available to participants to assist with the implementation of their personal roadmaps (including financial safety plans and financial independence plans) where existing funding mechanisms or individual savings are unavailable or insufficient.

Role Purpose

The Team Leader will provide day-to-day operational leadership and supervision to Hub Practitioners; supporting the delivery of a high quality intake, assessment, financial coaching and referral services to participants accessing the services of the Financial Independence Hub.

In collaboration with other hub Team Leaders, the Team Leader will contribute to the review, development and implementation of systems, policies and procedures to build and enhance the Hub service model.

The Team Leader will also hold a client load of participants and providing one-on-one financial coaching and be responsible for:

- Overseeing the provision of financial coaching and training services at their service location or region, and ensuring that services support participants to acquire skills, knowledge, confidence and capability to make progress toward their personal financial goals
- Providing context of a participant's needs to financial counsellors and other specialist financial service providers that may be called upon to support the implementation of a participant's roadmap
- Attending meetings between participants and financial counsellors and other financial specialists as required
- Successfully referring participants to additional service providers as required to address non-financial needs
- Assisting participants to develop and implement their roadmap
- Assisting participants to identify and secure appropriate finance, if needed to implement their personal roadmap
- Conducting follow ups with participants as per roadmap
- Providing insights and recommendations to the Leadership team for continuous improvement of the program
- Maintaining accurate records of interactions and meetings with participants through a secure CRM

Key Responsibilities

Leadership

- Provide leadership, guidance and oversight to the hub team, including management of workloads, performance and contributions

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- Provide day-to-day leadership and supervision of hub practitioners
- Ability to assess, respond to and develop strategies to mitigate risk from a client, staff and organisational perspective
- Manage competing demands
- Lead development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Coach team members for development in current role and support career development planning for future roles
- Participate in recruitment and workforce planning activities alongside the Program Manager
- Provide effective and timely team communication and change management
- Promote team wellbeing and take responsibility for own wellbeing
- Demonstrate commitment to own learning and development
- Address behaviour inconsistent with required compliance standards in a timely and appropriate manner
- Respond to incidents in a timely manner
- Maintain OH&S standards

Program implementation and continuous improvement

- Develop constructive, collaborative relationships with senior stakeholders, partner organisations and the broader sector
- Contribute to and implement systems to ensure timely and accurate data collection and reporting
- Consider implementation of recommendations provided as part of M&E and from stakeholders including the advisory committee and specialist contractors such as Financial Counsellors and Financial Advisors.
- Propose strategic adjustments to the Leadership team to ensure the program better suits the needs of the communities being served
- Refer/contract in specialist services from peak bodies and local service providers who understand/are aligned with the local community when necessary
- Refer out to additional services required to support participants as necessary

Financial Guidance Coaching

- Coordinate and deliver financial guidance coaching in one-on-one and possibly group settings (as required)
- Facilitate outreach of financial coaching services to regional communities over the phone and the internet
- Provide tailored, focused development of a personalised financial roadmap i.e. financial safety plans and personalised financial independence plans
- Support participants to create financial roadmaps which:
 - Protect their finances from further abuse
 - Support them to reach their financial goals i.e. financial independence over a nominated timeframe e.g. 3 months, 6 months, 1 year
 - Break down their financial goals into smaller, more manageable action steps
 - Map out the best time to access services and products available to them
- Maintain an approachable, friendly, non-judgemental and professional manner

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- Support participants to access specialised financial service providers such as financial counsellors, financial planners and legal services as necessary
- Ensure all services are delivered in line with the Good Shepherd's service standards and program procedures
- Balance the workload across the team as required to meet targets (Team Leader)
- Maintain accurate logs and records of all interactions, correspondence and meetings with participants
- Ensure team maintains participant files, case notes and data in accordance with Good Shepherd's 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

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- 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

- Diploma level qualifications or higher in Financial Capability, Financial Counselling, Business or Management, Social Work, Community Development, Community Services or an equivalent field
- Experience working in a leadership role within the community sector
- Experience providing case supervision
- Experience providing financial guidance coaching
- Experience and understanding of the domestic and family violence landscape will be highly regarded
- Ability to implement trauma informed approaches to practice
- An understanding of tax and superannuation, budgets, loans and credit options or investments will be highly regarded
- Excellent communication, organisational and interpersonal skills, including an ability to lead during a period of program and team establishment
- A satisfactory police check
- A current employee Working with Children Check (WWCC)

Key Selection Criteria

1. Ability to lead a team of hub practitioners recognising individual strengths, needs and areas for development
2. Demonstrated ability to provide high quality supervision
3. Ability to assess, respond to and develop strategies to mitigate risk from a client, staff and organisational perspective
4. Ability to develop and implement systems to ensure timely and accurate data collection and

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<p>reporting</p> <ol style="list-style-type: none">5. Ability to introduce change and continuous improvement practices6. Excellent communication, organisation and interpersonal skills
<p>Values and Behaviour</p> <p>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.</p> <ul style="list-style-type: none">• Value of each person• Reconciliation• Justice• Zeal• Audacity
<p>Additional Information</p> <p>Employment is subject to:</p> <ul style="list-style-type: none">• 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 <p>The above requirements will need to be supplied and verified prior to commencement</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Salary packaging is available to all employees.</p>