



Position description

Title	Financial Capability Worker
Reports to	Financial Capability Program Manager
Direct Reports	None
Classification & Salary	SCHCADS Level 5 plus super and salary packaging
Employment Status	Fulltime, Ongoing
Primary Location	Hastings or Dandenong
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>	
Role Purpose	
<p>Good Shepherd employees are committed to inclusive practice that responds to the specific needs, context and circumstances of service participants. We embrace the diversity and intersectionality of individuals and recognise a person's right to a unique identity comprising culture, language, ability, community, gender, sex, sexual orientation and lived experience.</p> <p>This role is funded through the Commonwealth Financial Wellbeing and Capability Program and will form a part of a broader team of skilled professionals working closely to deliver a holistic, multi-channel model of support across economic wellbeing, family violence and family services that is person centred and linked into community support services.</p> <p>As a Good Shepherd Financial Capability Worker you will:</p> <ul style="list-style-type: none">• help eligible people to build longer-term capability to budget and manage their money better and to make informed financial decisions.• provide financial literacy education, one-on-one budgeting support to individuals, and/or non-accredited financial literacy community education workshops to eligible people.• support eligible people with employment readiness through improving financial knowledge, skills and capabilities to assist them to achieve employment.• be able to lead a conversation through a trauma informed lens; have empathy for the challenges faced by people with varied lived experience; and take a situational approach when supporting each person.• recognise personal risk factors that may indicate family violence, mental health distress or child abuse and neglect; prioritise, triage and refer to other sources of support and assistance in alignment with the client's goals.• recognise financial risk factors, prioritise and triage to financial counselling, financial wellbeing or legal supports, in alignment with the client's goals	

- ensure that consultation with and referral to other services complies with privacy, consent and information sharing requirements
- be culturally sensitive and aware and adapt your practice to accommodate the diverse needs, background and identify of each individual
- always comply with GSAZ policy, procedure and code of conduct.

This role is not required to provide financial counselling, financial advice, or deal with complex financial or legal matters and will facilitate access to financial counsellors, legal and other services.

Key Responsibilities

- Assess a person's presenting financial, personal and any other relevant circumstances; provide information and options, agree and obtain client consent for referral.
- Promote financial resilience and ensure clients have access to financial literacy through a range of educational, developmental, and support services.
- Provide financial capability development programs through one on one budgeting support and through facilitation of group training.
- Help clients to build skills to avoid or resolve financial difficulties and strengthen their capacity to manage their money.
- Collect and enter client information into the relevant systems and share information as appropriate. Record and maintain detailed and accurate records and data to support monitoring, reporting, and evaluation.
- Where required undertake referrals to internal or external services in line with your professional judgement. Internally the person may be directed to a Financial Counsellor, Social Worker, Family Violence Worker, and Family Support Worker.
- Consult, refer and collaborate with other team members, including financial counselling and financial wellbeing peers, other GSAZ services and the broader service sector to support client goals
- Consult, learn and implement new ways of working and quickly adopt new systems and processes to improve client outcomes.
- Keep up to date with relevant legislation, policies and practices.
- Contribute to the development of team plans and outcomes
- Comply with GSAZ policy, procedures and practice and participate in GSAZ organisational activities

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service in line with agreed operational plan and Good Shepherd's strategic plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to self-reflection to drive 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 culturally sensitive, inclusive service and embrace the diversity of individuals
- Communicate effectively with clients, using a strengths-based approach
- 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-directed approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and procedures
- Maintain timely, accurate data, information and reporting at all times

- Maintain agreed service level agreements
- Knowledge of current policies regarding non-payment of fines and infringements and alternatives to payment
- Knowledge of services offered by other organisations that may assist the client and the ability to make appropriate referrals
- Knowledge of appropriate authorities, government and non-government alternative dispute resolution bodies to which complaints can be made on behalf of clients
- 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

- Completion of a minimum Diploma level in Community Services, Psychology, Social Work or similar stream, or equivalent demonstrated experience
- The following financial literacy education units must be completed to undertake the role:
 CHCFLE301A – work with clients needing a financial literacy education;
 CHCFLE302A – educate clients in fundamental financial literacy skills, and
 CHCFLE303A – educate clients to understand debt and consumer credit.
- A satisfactory Police Check
- A current Working with Children’s Check (WWCC)
- A current Driver’s License

Competencies

- Calm in a busy environment, thinks clearly - can respectfully manage complex conversation
- Can assess a client’s situation and determine how to best support client immediate needs – is able to explore options and consequences and advocate/ negotiate on the client’s behalf
- Can analyse and think deeply to assess risk and takes appropriate steps to mitigate and manage risk
- Inclusive, trauma informed, empathic, sound and supportive conversations that place the client’s identity, needs and context at the centre, and, where appropriate, link the client with other services and agencies
- Capacity to self-reflect and understand impact of own behaviour and words on others
- Takes care to document decision making in thorough case notes
- A willingness to adapt to changes in the workplace and within the Financial Counselling field to ensure improve outcomes for clients
- Computer Literacy skills

Key Selection Criteria

- Demonstrated experience working on a 1:1 or group basis with clients to build financial capability skills, knowledge and self-efficacy with the objective of developing behaviours consistent with improved financial wellbeing
- Completion of:
 CHCFLE301A – work with clients needing a financial literacy education;
 CHCFLE302A – educate clients in fundamental financial literacy skills, and
 CHCFLE303A – educate clients to understand debt and consumer credit.
- Demonstrated understanding of social justice and financial capability building concepts
- Experience working with clients on Centrelink payments; who have experienced family violence; and/or

- people who are newly arrived or refugees
- High quality group facilitation skills
- Demonstrated team work capability
- Excellent interpersonal, written and verbal communication, negotiation and advocacy skills
- Demonstrated capacity to maintain timely and accurate records
- Commitment to personal and professional development

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.