

Position Description



Good Shepherd

Australia New Zealand

Title	Financial Independence Hub Coordinator
Reports to	Financial Coach Senior Practitioner
Direct Reports	None
Classification & Salary	SCHCADS level 4.1 \$71,353.36 per annum + super. Salary packaging available
Employment Status	full-time, Ongoing
Primary Location	Melbourne
Date	August 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 an exciting new corporate partner. 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 Financial Independence Hub (FIH) Coordinator will be the key point of contact for participants and stakeholders involved in the program. The central team will comprise of a Program Manager, Regional Team Leaders, Financial Coach Senior Practitioners, Financial Coaches and FIH Coordinators, will contribute extensive knowledge and understanding of financial abuse, domestic and family violence to intake participants from referral pathways or from the community.

As a central point of contact, the Coordinator's interactions with participants and stakeholders should directly align with the governing organisation and programs' mission and values.

The Coordinator will be responsible for:

- Day to day triage, intake and assessment of people entering the service
- Conducting assessments using a trauma informed approach to understand needs and identify suitable referral pathways
- Assisting participants with budget development, completion of paperwork and forms, as required
- Successfully refer participants to appropriate resources and services to assist them in their needs
- Answering incoming queries about the program
- Manage appointment booking and scheduling for the financial coaching team
- Conducting follow ups with participants as per the roadmap
- Provide insights and recommendations to the Regional Manager or Program Director for continuous improvement of the program

Key Responsibilities

Participants

- Ensure best practice services are delivered to participants at all times
- Ensure appropriate measures are implemented to address diverse needs of participants
- Ensure all services are delivered in line with Good Shepherd's service standards and program procedures
- Enable a seamless service for participant, avoiding duplication in services where possible
- Facilitate outreach of financial capability services to regional communities over the phone and the internet
- Maintain an approachable, friendly and professional image
- Assist participants with paperwork i.e. government services, child support and financial products, as required

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- Support the referral of participants to external services such as financial counsellors, financial planners and legal services, as necessary
- Balance the workload across the team as required to meet targets
- Maintain accurate logs and records of interactions and meetings with participants
- Analyse and manage all data for reporting and analysis
- Other duties as reasonably required
- Ensure participant files, case notes and data in accordance with Good Shepherd's standards
- Respond to incidents in a timely manner, reporting up to to the Leadership team

Stakeholders

- Develop constructive, collaborative relationships with participants
- Propose strategic adjustments to the Regional Team Leader or Program Manager to ensure the program better suits the needs of the communities being served
- Refer/contract in specialist services 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

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

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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

- Post-secondary qualification or relevant work experience in Social Work, Community Development, Community Services, Financial Capability, Financial Counselling or an equivalent field
- Understanding of, and/or experience working with people affected by financial abuse
- Understanding through study or professional experience of trauma informed approaches to practice
- An understanding of basic financial capability will be highly regarded
- Ability to work independently and collaboratively within a team and broader network of partners and contracted services
- Excellent communication, organisational and interpersonal skills, including an ability to quickly build rapport
- Work effectively with partner organisations, internal and external stakeholders
- Interest in making a difference in the community and working with people who have had a financial abuse experience
- People with a personal or professional understanding of the experience of financial abuse, domestic and family violence are strongly encouraged to apply

Values and Behaviour

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

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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.