

Position description

Title	Senior Financial Resilience Practitioner – Financial Resilience Services Program QLD
Reports to	Program Lead – Financial Resilience Services Program
Classification	SCHCADS Level 5 (plus super and salary packaging)
Employment Status	Full time or part time
Primary Location	Southport Good Money Store, occasional travel to neighbourhood houses and community centres around Southport and Gold Coast may be required from time to time, based on client need
Date	January 2022

Good Shepherd Australia New Zealand (GSANZ)

Our 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.

About Financial Resilience Program

GSANZ together with the Neighbourhood Community Centres (NCC), Neighbourhood Centres Queensland (NCQ – the Peak Body for Neighbourhood Houses in Queensland) has been funded by the Queensland Department of Communities, Housing and Digital Engagement (DCHDE) to deliver the Financial Resilience Program across 20 priority areas in Queensland. The partnership between GSANZ, NCC network and NCQ brings strong operational capability to deliver an integrated financial resilience service. It will allow financially vulnerable individuals and families in Queensland, including the ‘newly vulnerable’ impacted by COVID-19, to access the program, at the right time and in the right place.

Role Purpose

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.

As a Good Shepherd Senior Financial Resilience Practitioner you will have three key areas of responsibility: **managing a small team** of financial resilience workers, support **and manage relationships with key stakeholders** including host organisations and referral partners; and **deliver direct client services** as a financial resilience worker. These are further described below.

As a Good Shepherd Senior Financial Resilience Practitioner you will:

- provide day to day leadership of a team of Financial Resilience Workers
- Provide supervision, set goals and manage performance
- Coach team members to meet performance requirements and targets
- Oversee team's wellbeing and recognition
- Foster a dynamic culture of collaboration, innovation and agility within the team
- Ensure the team maintains timely, accurate project documentation notes and data tracking in accordance with GSA NZ standards
- Ensure the team assists people from diverse backgrounds with complex needs in a way that is respectful, appropriate and professional
- Ensure the team actively participates in professional development, contributes to and is open to ideas for improvement
- Establish and manage productive relationships with the host organisations and related stakeholders
- Work closely with partners to build financial resilience capacity in the community sector

As well as this leadership role you will also support clients by:

- adopting the 'financial conversation' approach to identify client needs and understand causal factors behind the financial stress as well as providing access to no-interest/low-interest loans
- providing one-on-one support to address individual financial situations and increase financial literacy
- adopting a trauma informed and strengths-based approach to provide support to clients experiencing financial vulnerability, hardship or financial crisis
- providing access to resources for financial and material assistance to alleviate financial stress and hardship
- referring to specialist services to address issues linked with financial hardship and other social vulnerabilities like mental health, homelessness and domestic & family violence
- delivering services by phone, virtual, online, mobile, and face-to-face
- advocating with credit and utility providers and low-level creditors
- providing training to enhance client's financial literacy

Please note 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

- Manage the recruitment and on-boarding of new Financial Resilience Workers
 - People leadership of a team of Financial Resilience Workers within a specific location or region
 - Ensure the team is contributing to the program's milestones
 - In consultation with the Program Manager and other relevant stakeholders, design, develop, plan, and prioritise project actions; including developing clear project plans that articulate a role for each member of the team
 - Assess a person's presenting financial, personal and any other relevant circumstances; provide information and options, agree and obtain client consent for referrals
 - Provide the service response based on the needs of the client, extending from early intervention to crisis support and from financial conversations to financial counselling including assistance to access the No-Interest Loans Scheme (NILS).
 - Help clients to build skills to avoid or resolve financial difficulties and strengthen their capacity to manage their money by providing information and support access to grants, benefits, utilities relief, rent support relief and other measures to resolve and alleviate financial stress
 - Where required undertake referrals and connect the client to internal or external services that are right for them and based on their needs.
 - 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
 - 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
 - Adopt a 'triage' process when demand exceeds capacity
 - Develop and maintain relationships with community groups and other services to enable early intervention and appropriate referral pathways
 - Consult, refer and collaborate with other team members, including financial counselling and financial wellbeing peers, other GSANZ 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
 - Provide support to the Program Manager and contribute to the development of team plans and outcomes
 - Comply with GSANZ policy, procedures and practice and participate in GSANZ organisational activities
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Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned 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
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Qualifications, Experience and Mandatory Requirements

- Completion of a minimum Diploma level in Community Services equivalent demonstrated experience
- The following financial literacy education units must be completed (prior to starting the role or within 6 months of starting the role) 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
- You may be required to provide evidence of Covid-19 vaccination, or medical exemption

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

- People leadership experience through leading teams in a collaborative, consultative and inspirational leadership style
 - Demonstrated stakeholder management experience across concurrent work-streams or projects
 - Demonstrated experience engaging with key stakeholders to achieve positive outcomes in the delivery of services within the social justice and financial inclusion space
 - Proven experience in working effectively with community groups
 - 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
 - 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 national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- You may be required to obtain particular vaccines or immunisations in order to perform the Inherit requirements of this position. This Includes but Is not limited to the COVID-19 vaccine/Immunisation

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.