

Position description

Title	Microfinance Learning & Development Coordinator, SA/NT
Reports to	State Manager, Community Networks SA/NT
Classification & Salary	SCHCADS Level 5 (plus super and salary packaging)
Employment Status	Part Time 0.6 FTE Fixed Term Contract (End date June 30, 2023)
Primary Location	Good Money Salisbury / Working From Home
Date	October 2021

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

This role operates within the SA/NT Microfinance team and works with a range of community organisations across Australia (the Provider Network) to increase the reach and impact of the No Interest Loans (NILS) programs. The role will actively engage with providers to build provider capacity and will focus on developing and delivering training programs primarily across SA/NT and in addition, supporting the national training program, to upskill both the community sector workers and the clients in terms of financial literacy, resilience and capability.

The Microfinance Learning & Development Co-ordinator SA/NT will report directly to the State Manager SA/NT.

Key Responsibilities

As a Microfinance Learning & Development, you will:

- Support the delivery of the My Money Basics and Train the Trainer workshops and modules, including community of practice sessions with the training partners;
- Identify gaps in relation to training that meets existing and emerging needs and with guidance from the State Manager work to address these;
- Review the options for supporting the programs with a learning platform that is user friendly and optimised to suit the needs of the community sector workers;
- Develop, test and iterate training and learning materials by delivering the training in group sessions via zoom video conferencing or face-to-face;
- Be able to clearly articulate the outcomes of the learning and be able to measure the impact of the training;
- In presenting the training support participants with information, education, coaching, practical strategies and resources to build financial capability, resulting in longer-term outcomes;
- Develop and maintain relationships with existing network partners and potential partners for co-delivery and input to the program as required;
- Be able to lead a conversation through a trauma informed lens; have empathy for the challenges faced by people with varied lived experience;
- Consult, refer and collaborate with other team members, including financial counselling and financial capability peers, other GSANZ services and the broader service sector to support the goals of the training programs
- In conjunction with the State Manager, gather, collate and synthesise information for the development of reporting for government, management and the provider network.

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.

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, behaviour's and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

1. Completion of a minimum Diploma level in Community Services, Psychology, Social Work or similar stream, or equivalent demonstrated experience
 2. Experience in financial capability coaching or similar
 3. Certificate IV in Training and Assessment of equivalent (desirable)
 4. Understanding of and experience in the provision of financial capability development
 5. Experience facilitating group work and workshops
 6. Excellent interpersonal, written and verbal communication, negotiation and advocacy skills
 7. Demonstrated understanding of financial inclusion, capability and resilience
 8. Evidence of Covid-19 vaccination, or medical exemption
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Key Selection Criteria

- Experience in project coordination, including the ability to balance competing priorities and diverse stakeholders
- Developed interpersonal, written and verbal communications skills including ability to draft reports, learning materials, presentations and communications
- Experience in working with people at risk of poverty, family violence, family breakdown, or other women's capability building services
- Demonstrated experience working 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
- Experience working with clients on low-income and understanding of the challenges faced
- High quality group facilitation, training and presentation skills
- Proven experience in working effectively within community groups
- Demonstrated knowledge and understanding of the challenges facing low-income Australians and commitment to promoting financial inclusion.

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
- A current Driver's Licence
- Proof of the right to work in Australia
- Willingness and capacity to travel intra and inter-state when required and work occasional weekends and out of hours.
- Evidence of Covid-19 vaccination, or medical exemption

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.