

Position description

Title	Financial Independence Hub Coordinator
Reports to	Senior Financial Independence Hub Coordinator
Classification & Salary	SCHCADS Level 5 (plus super and salary packaging)
Employment Status	Full-time / ongoing (2 positions)
Primary Location	Queensland –hybrid of WFH, with attendance at either GS Southport or Cairns office & colocation sites
Date	July 2022

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

The Financial Independence Hub (FIH) is co-designed by people with lived experience of domestic and family violence, it is a national, innovative program developed by Good Shepherd in collaboration with The Commonwealth Bank of Australia. The FIH supports people who are post-crisis who have experienced financial abuse as a result of domestic and family violence (DFV).

The Financial Independence Hub program team are trauma informed with a deep understanding of lived experiences of financial abuse, the contextual environment and service system, combined with sound financial knowledge. Team members assist people by providing tailored support, referrals and coaching that enables financial independence and achievement of personal financial goals.

The Financial Independence Hub Coordinator is the central point of contact for participants and stakeholders involved in the program. This role significantly contributes to the effective and client centered running of the hub. The Hub Coordinator ensures participants are informed about the program and assesses with the participant the appropriate pathway including intake, assessment, coach allocation and referral pathways. The Coordinator supports participants throughout their engagement in the Hub including warm referrals, research, budgeting and service navigation aligned with the Financial Independence goals identified through Financial Coaching.

Key Responsibilities

- Receive and respond to phone, email and face to face (where feasible) enquiries from participants and referral agencies. Accurately describe the program and assess a person's eligibility for the Hub and other referral pathways in the broader service system.
- Use participant-directed practices that show respect for the expertise of people with lived experience of financial abuse. Demonstrate strategies to empower and support the person to discuss their goals and challenges and only require them to share their story if they elect to.
- Deliver services in a modality that meets the needs of the participant including by phone, video or in person (where feasible) and engaging services such as translators.
- Understand trauma; be able to lead a conversation through a trauma informed lens and have empathy for the challenges faced by people who have experienced family violence.
- Be able to recognise financial risk factors, prioritise and facilitate referrals to other services such as financial counselling.
- In collaboration with the participant, make decisions about the pathway of support and determine whether the person is ready to engage in coaching, requires support from the Coordinator or would benefit from another service.
- Match and allocate participants to a Financial Coach, considering the participants needs and availability with the coaches skill set and capacity. Arrange the initial coaching sessions and support subsequent sessions by providing reminders and a point of contact for participants.
- Provide ongoing support to hub participants through the provision of support tasks that facilitate the participant taking action to achieve their financial roadmap goals; including developing budgets, warm referrals, research, advocacy and system and service navigation.
- Assist participants with applying for the Financial Independence Hub no interest loan product including the loan origination system and to share information as appropriate.
- Contribute to the promotion of the FIH including delivering FIH presentations and workshops either remotely or in person.
- Ensure high quality accurate record keeping adhering to privacy policies and procedures. Collect and enter participant information using the relevant database and contribute to reporting.
- Ensure that consultation with other services complies with privacy, consent and information sharing requirements.
- Collaborate with the team to contribute to continuous improvement of the program including the review, development and adaptations of the program including Living Lab and policies and procedures to enhance the FIH program.
- Use culturally sensitive practice, be aware of and adapt practice to support the diverse needs, background and identity of each individual respectfully and professionally.
- Comply with GSANZ policy, procedure and code of conduct.
- Other duties consistent with the position where required and/or requested by the supervisor.

This is a hybrid role with work from home, work from colocation sites and attendance at either the GS Cairns or Southport offices.

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

Qualifications, Experience and Mandatory Requirements

- A tertiary qualification or relevant work experience in Social Work, Psychology, Community Development, Community Services, Financial Capability, Financial Counselling, Customer Service or an equivalent field
 - Experience in responding to and phone, email and face to face enquiries, intake and assessment
 - Experience and understanding of domestic and family violence including financial abuse - people with a personal or professional understanding of the experience of financial abuse, domestic and family violence are strongly encouraged to apply
 - Experience in the application of trauma informed practice
 - Experience navigating complex service systems, identifying suitable referral pathways and facilitating warm referrals that align with participant goals.
 - Experience working with diverse groups and cultures and understanding intersectionality
 - Experience in community services, financial capability, financial counselling or similar
 - Evidence of Covid-19 vaccination, or medical exemption
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Key Selection Criteria

1. Demonstrated capacity to have effective, person-centred conversations with people from diverse cultural, gender, social and economic backgrounds
2. Demonstrated understanding of and ability to implement trauma informed approaches to practice
3. Demonstrated understanding and experience in domestic and family violence and financial abuse including risk assessment.
4. An awareness of the factors impacting financial wellbeing and an understanding of financial capability and literacy
5. Previous phone and face to face intake, assessment and triage experience
6. Strong commitment to and capacity for teamwork, collaboration and adapting to new work practices.
7. Experience in liaison and referral with/to other services including the development and maintenance of referral pathways
8. Well-developed verbal and written skills with the ability to build effective and trusting relationships with people internally and externally.

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
- 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.