

# Position description

<b>Title</b>	<b>Network Development Lead QLD</b>
<b>Reports to</b>	Team Leader, Financial Independence Hub
<b>Classification &amp; Salary</b>	SCHCADS Level 6 (plus super and salary packaging)
<b>Employment Status</b>	Full Time Ongoing
<b>Primary Location</b>	QLD hybrid of WFH, colocation sites and with access to GS offices in Southport or Cairns. Inter and intra state travel will be required
<b>Date</b>	September 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 is focused on recovery support for individuals who have experienced financial abuse as part 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 role requires experience in all aspects of stakeholder engagement, network and referral pathway development. This role report to the Team Leader, Financial Independence Hub and will work collaboratively with the Stakeholder Engagement Manager in the Stakeholder Engagement and Partnerships team.

The role will contribute to the delivery of the FIH Stakeholder Engagement Plan and National Referral Pathways Plan to raise awareness and understanding about financial abuse, the FIH program and build networks for individuals to access the hub. This includes engagement with identified priority groups, services and geographic locations.

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## Key Responsibilities

- Build collaborative internal and external relationships to deliver the Financial Independence Hub Stakeholder Engagement and National Referrals Pathway plans
  - Contribute to ongoing review and iteration of the Financial Independence Hub Stakeholder Engagement and National Referrals Pathway plans
  - Work collaboratively with the Stakeholder Engagement Manager in the Stakeholder Engagement and Partnerships team
  - Conduct sector analyses of the family and domestic violence, First Nations, CALD, disability, LGBTIQ+ and newly arrived people and other sectors.
  - Complete regional areas mapping demand exercises to identify potential referral partners, stakeholders and geographic regions to target
  - With the marketing team contribute to the design of promotional materials including slide decks, infographics and other collateral that increase awareness of financial abuse and promote FIH
  - Ensure that promotional materials and slide decks are culturally safe and codesigned.
  - Collaborate with partners to deliver presentations and train cofacilitators within communities to co-deliver.
  - Coordinate and manage a calendar of presentations, workshops, events and conferences that align with the identified priority groups and services for yourself and for the FIH frontline team.
  - Design and deliver financial workshops to referral partners and their clients as an engagement activity
  - Ensure the FIH frontline team are equipped and trained to deliver engagement activities including presentations and workshops
  - Identify, connect, recruit, engage and retain referral partners to increase the engagement of target participants and services for FIH
  - Work collaboratively to design and implement an ongoing engagement strategy, and feedback and continuous improvement process with referral partners
  - Develop and negotiate MOUs with strategic partners to support formal referral pathways including leading partner reviews
  - Design and distribute newsletters, periodic reports, and communications to stakeholder groups
  - Support and contribute to evaluation activities for FIH
  - Gather, collate and synthesise information for the development of reporting for FIH operations, GS management to the quarterly report to funders
  - Maintain a client database
  - Contribute to organisational events including meetings, training sessions and conferences
  - Participate in regular team and other meetings as required
  - Work from home, in colocation sites and Good Shepherd offices on a regular basis.
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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**

1. Formal qualifications in Community/Business/Stakeholder Development, Social Science or equivalent is required. Consideration will be given for equivalent demonstrated experience.
2. 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
3. High degree of professionalism and judgement
4. Demonstrated high degree of organizational skills, with an ability to multi-task and prioritise
5. High-level written and oral communication skills and the ability to communicate and liaise effectively and sensitively with all internal and external stakeholders
6. An ability to balance conflicting priorities and to work to deadlines
7. Ability to develop and maintain spreadsheets and data bases accurately; and experience using web-based software to manage information
8. An ability to support productive relationships with a demonstrated ability to work as part of a team and independently and with people at all levels.
9. Ability to travel intra and interstate. Access to own vehicle

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### **Key Selection Criteria**

1. Demonstrated experience building and maintaining strong stakeholder relationships and partnerships
2. Demonstrated experience working with organisations and communities to deliver services and programs
3. Demonstrated knowledge of and understanding of the FIH service approach including trauma informed approaches to practice, understanding and experience in domestic and family violence and economic abuse including risk assessment, coaching frameworks, skills, tools and resources
4. Experience in engaging diverse services including First Nations, CALD, newly arrived, LGBTIQ+ and people living with a disability.
5. Demonstrated capacity and communication skills to build relationships with people from diverse cultural, gender, social and economic backgrounds.
6. Experience analysing information and data and using this to develop strategies and plans
7. Highly developed interpersonal, written and verbal communications skills including ability to draft reports, presentations and communications
8. Ability to work remotely with minimal supervision

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### **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

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## 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 License
- Proof of the right to work in Australia
- Evidence of Covid-19 vaccination, or medical exemption
- Willingness and capacity to travel intra and inter-state when required and work occasional weekends and out of hours.

### 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. As such, people of all diversities are encouraged to apply, including those that identify as Aboriginal and Torres Strait Islanders. 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.