

Position description

Title	Financial Independence Hub Senior Coordinator
Reports to	Team Lead, Financial Independence Hub
Classification & Salary	SCHCADS Level 6 (plus super and salary packaging)
Employment Status	Full time Ongoing
Primary Location	Queensland hybrid of WFH, GS Southport or Cairns office & colocation sites
Date	Commence asap

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 a program 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 Financial Independence Hub Senior Coordinator leads the Hub Coordinator team who are the central point of contact for participants and stakeholders involved in the program. This role is essential in managing the day-to-day operations and ensuring the effective and efficient delivery of intake, assessment, coach allocations, referral pathways and support tasks. This role is critical in providing leadership and supervision to the coordinators and developing a highly competent and professional team. The Senior Coordinator is responsible for maintaining a focus on client-centered program delivery and may be required to directly respond to enquiries and assist participants with support tasks to ensure a responsive service.

Key Responsibilities

- Lead a team of geographically dispersed Hub Coordinators recognising individual strengths, needs and areas for development.
- Provide high quality, strengths based reflective supervision and reviews.
- Employ performance improvement strategies and performance management processes if required.
- Demonstrate respect for the expertise of people with lived experience of financial abuse and ensure participant centered service delivery including flexible engagement options, understanding and implementing trauma informed practice and understanding the factors impacting financial wellbeing.
- Oversee the tasks of coordinators including eligibility, allocation and matching to coaching staff, referral pathways and applications for the Financial Independence Hub no interest loan product.
- Ensure the Coordinator team receives and responds to phone, email and face to face (where feasible) enquiries from participants and referral agencies within agreed timeframes.
- Plan and manage staff rostering and caseloads to support nationwide service delivery.
- In collaboration with the FIH leadership team develop demand management strategies and where required work directly with FIH participants to ensure nationwide coverage.
- In consultation with the Team Lead respond to and develop strategies to mitigate risk for clients. This includes supporting Coordinators to develop safety plans and provide crisis referrals where required with participants contacting the Hub.
- Contribute to the promotion of the FIH including delivering FIH presentations and workshops either remotely or in person.
- Develop and implement systems to ensure timely, high quality data collection and reporting including data collation and contributing to report writing.
- Ensure that the team's consultation with other services complies with privacy, consent and information sharing requirements.
- Collaborate with the team and provide insights and recommendations to the leadership team for continuous improvement including the review, development and adaptations of the 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.
- Promote team wellbeing and take responsibility for own wellbeing.
- 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 the GS Marrickville office.

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 working in a leadership role.
- Experience leading a dynamic geographically dispersed team.
- Experience in responding to and rostering a team to provide 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.

Key Selection Criteria

1. Demonstrated ability to lead, develop and manage a team in a changing environment, including the ability to plan, prioritise and influence individual and team performance to achieve program outcomes.
2. Experience supporting staff through feedback, coaching and mentoring, including management of performance and workplace behaviour.
3. Demonstrated capacity to have effective, person-centred conversations with people from diverse cultural, gender, social and economic backgrounds.
4. Demonstrated understanding of and ability to implement trauma informed approaches to practice.
5. Demonstrated understanding and experience in domestic and family violence and economic abuse including risk assessment.
6. An awareness of the factors impacting financial wellbeing and an understanding of financial capability and literacy.
7. Previous phone and face to face intake, assessment and triage experience.
8. Strong commitment to and capacity for teamwork, collaboration and adapting to new work practices.
9. Experience in liaison and referral with/to other services including the development and maintenance of referral pathways.
10. 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

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.