

Position description

Title	National Program Manager, Financial Independence Hub
Reports to	General Manager Financial capability & Independence
Direct reports	Up to 10
Classification & Salary	SCHADS level 8 (super plus salary packaging benefits)
Employment Status	Full time or Part Time (negotiable) Fixed Term Until 16 TH Dec 2023
Primary Location	Hybrid work (Office/WFH) in either QLD/VIC/NSW
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.

Financial Independence Hub

GSANZ has developed the Financial Independence Hub (FIH) as an innovative financial guidance and coaching program in collaboration with the Commonwealth Bank of Australia. The program supports people in Australia who have been impacted by financial abuse as a result of domestic and family violence (DFV) to achieve personal financial goals and assists them in financial independence. The service provides free specialist one-on-one financial coaching to help people build confidence and capability in managing their own finances, with referrals to support services.

The program supports participants who are past the crisis stage to rebuild their financial capability, confidence, and independence in order to focus on their future financial goals through:

1. Financial Guidance Coaching

The primary objective of Financial Coaching is to build participants' current skills and capabilities and support them to achieve their personal financial goals and achieve or maintain their financial independence. The experiences of those recovering from financial abuse are complicated greatly by risk of continued or reoccurrence of abuse, heightened safety concerns, ongoing legal proceedings and often reduced confidence in their own abilities. The participants have a need for contextually aware guidance and provision of support that is relevant and appropriate to their specific circumstances.

The service provides financial guidance and support through the Financial Coaches, to assist participants to navigate the financial landscape and support their achievement of personal financial goals and financial independence.

People affected by financial abuse often have little or no access to savings, they often face substantial expenses in leaving and safely building their future, and frequently have little access to traditional credit products due to damaged/incomplete credit histories and/or reduced income. Those affected by financial abuse may require access to credit, which is flexible and accommodating to their personal situation, in order to achieve their personal financial goals and establish their financial independence. Through the Financial Coaches, non-profit loans may be available to participants to assist with the implementation of their personal roadmaps (including financial safety plans and financial independence plans) where existing funding mechanisms or individual savings are unavailable or insufficient. A team of relationship coordinators are part of the team to manage front of house, bookings with the coaching team, assist with forms, paperwork, budget creation, gathering of documents, and referral support.

2. Tools

In order to build confidence and capability, the program adapts existing tools and resources to support those affected by financial abuse on their recovery journey. These tools will support the varied experiences, needs and capabilities of potential participants.

Role Purpose

The National Program Manager will lead the operations and contribute to the strategic direction of the Financial Independence Hub. They are responsible for the effective and successful management of staff, managing program and the delivery of contract obligations, client satisfaction, workflow, productivity, continuous quality improvement, risk management, budgeting and management performance. The National Program manager will regularly keep GSANZ and Commonwealth Bank of Australia informed on the program's performance. The team comprises of Regional Team Leaders, Financial Coach Senior Practitioners, Financial Coaches and Relationship Coordinators, who hold extensive knowledge and understanding of financial abuse, domestic and family violence to support participants to achieve their personal financial goals and financial independence.

The National Program Manager will be responsible for:

- Managing all aspects of the program including finances
 - Ensuring the program delivery remains on time and on budget
 - Enhancing the operational design, policy development, procedures systems, responsible for information flow and management, business processes, enhanced management reporting, and continuously look for opportunities to expand the program into new geographical areas and client cohorts.
 - Managing staff including recruitment, onboarding, training and professional development, well-being; planning, delegating, and directing work; employee performance appraisals; addressing employee performance and employee performance development action plans; employee motivation and appreciation. Effectively executing on an ambitious expansion schedule during the duration of the contract
 - Overseeing data collection, analysis, projections and usage, including providing progress reports as per the agreed schedule
 - Providing regular reports to GSANZ CEO, executive and the funding partner contract manager
 - Managing partner and stakeholder engagement
 - Seeking recommendations and feedback from GSANZ leadership, the program advisory committee, team members, other relevant GSANZ program managers and staff and participants to reform and readjust program delivery
 - Developing plans to action and implement approved recommendations.
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Key Responsibilities

Strategy and Program Management

- Lead establishment of the initiative
- Lead delivery of service in line with team operational plan and Good Shepherd's recommendations
- Demonstrate understanding of social justice and community capability building concepts
- Ensure high performance of program. Anticipate issues in delivery and take corrective action to ensure objective and program goals are met. Manage risks appropriately

Leadership

- Provision of formal and informal supervision, set goals and manage contributions of direct reports
- Lead development of a high-performance team through demonstration of capabilities outlined in Good Shepherds leadership capability framework
- Contribute to the development of team members understanding, skills and capabilities
- Coach team members for development in current role and support career development planning for future roles
- Participate in recruitment for the team
- Provide effective and timely team communication and change management
- Oversee team's wellbeing and recognition
- Demonstrate commitment to own learning and development
- Take responsibility for own wellbeing

Practice Excellence

- Ensure best practice services are delivered to participants at all times
- Ensure team delivers outcomes valued by participants in line with service agreements
- Ensure a participant centred approach in all team activities
- Enable a seamless service for participants, avoiding duplication in services where possible
- Ensure the service structure is scalable – able to be replicated in multiple locations and also provide regional support services via phone, internet.
- Ensure team maintains participant files, case notes and data in accordance with Good Shepherd's standards
- Ability to implement trauma informed approaches to practice
- Respond to incidents in a timely manner
- Offer service options including face-to-face, telephone and internet service delivery to optimise accessibility and suitability
- Develop strong referral pathway partnerships to enable participant referrals to other service providers as required i.e. legal services, employment services, housing
- Ensure team delivers all services in line with relevant service standards and program procedures
- Balance the workload across the team as required to meet targets
- Analyse and manage all data for analysis, reporting and service improvement recommendations
- Respond to incidents as required
- Manage service delivery in line with agreed budget
- Provide timely reporting in line with funding body and organisational requirements
- Other duties as reasonably required

Stakeholders

- Develop constructive, collaborative relationships with participants
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- Consider implementation of recommendations provided as part of M&E and from stakeholders including the advisory committee and specialist contractors such as Financial Counsellors and Financial Advisors.
 - Refer/contract in specialist services from peak bodies and local service providers who understand/are aligned with the local community when necessary

Program implementation and continuous improvement

- Develop constructive, collaborative relationships with the program delivery team, internal and external stakeholders
- Consider implementation of recommendations provided as part of M&E and from stakeholders including the advisory committee, the internal steering committee, and specialist contractors such as Financial Counsellors and Financial Advisors.
- Propose strategic adjustments to the Leadership team to ensure the program better suits the needs of the communities being served
 - Develop strong referral pathways and specialist support partnerships to enable participants to access additional support services, as necessary

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
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- 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

- Bachelor's Degree or higher in, Social Work, Community Development, Community Services, or an equivalent field and/or experience level. Post graduate qualifications in Business or Management will be an added advantage
 - Minimum 5+ years experience leading programs and teams, ideally through a period of establishment and expansion
 - Ability to assess, respond to and develop strategies to mitigate risk from a participant as well as an organisational perspective
 - Ability to work collaboratively within a team and broader network of partners and contracted services
 - Excellent communication, organisational and interpersonal skills, including an ability to quickly build rapport
 - Ability to lead a multi-disciplinary team recognising individual strengths, needs and areas for development
 - Work effectively with partner organisations, internal and external stakeholders
 - Demonstrate ability to apply people leadership and performance management processes to achieve positive outcomes
 - Demonstrate ability to provide high quality, strengths based, reflective supervision to staff
 - Experience working with diverse groups and cultures
 - Ability to implement trauma informed approaches to practice
 - Must be willing and able to undertake state-wide and interstate travel on occasion
 - A satisfactory Police Check
 - A current Employee Working with Children's Check (WWCC)
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Key Selection Criteria

1. Demonstrated experience in establishing and managing large community programs
2. Experience in managing client centred, trauma informed and strengths based practice
3. Demonstrated ability to work independently, take initiative and drive program delivery as per agreed milestones
4. Ability to develop and implement systems to ensure timely and accurate data collection and reporting
5. Demonstrated understanding of domestic and family violence context is necessary, although direct DFV service delivery experience is not required
6. Superior interpersonal skills including negotiation, influence and collaboration

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.