

# Position description

<b>Title</b>	<b>Senior Financial Inclusion Officer – Hold &amp; Connect Team</b>
<b>Reports to</b>	Contact Centre Manager – Telephone and Online
<b>Classification &amp; Salary</b>	SCHCADS Level 5 plus super & salary packaging
<b>Employment Status</b>	0.8FTE, Fixed term contract until 30 June 2023
<b>Primary Location</b>	Abbotsford, Melbourne, and work from home (hybrid)
<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

Good Shepherd employees are committed to inclusive practice that responds to the specific needs, context, and circumstances of service participants. We embrace the diversity and intersectionality of individuals and recognise a person's right to a unique identity comprising culture, language, ability, community, gender, sex, sexual orientation and lived experience.

## The Telephone and Online team

The T&O team deliver community finance products and services, including No Interest Loans, directly to clients. These products and services aim to improve the wellbeing and social inclusion of people who are disadvantaged and on low incomes.

The Hold & Connect team provide high-quality, short-term support and service navigation to clients experiencing complex support needs, including people experiencing family violence, risk of homelessness, mental ill health, and other vulnerabilities. While this program is not intended to replace existing crisis services, the program will work with people who are in crisis, including those experiencing family violence and homelessness. This position will complete initial needs and risk assessments with our clients, develop agreed plans and provide short-term coordination to support clients to engage with and navigate the support system. We use a client-centred approach that is both trauma-informed and strengths-based, with a focus on promoting outcomes to improve client safety and wellbeing.

## **Key Responsibilities**

- Complete initial assessments with clients over the phone using trauma informed approach that includes exploring their individual circumstances, ensuring that the scope of the service is explained, safety is assessed, and that privacy and consent is discussed.
- Develop support and referral plans using a strengths-based approach and provide support to clients over the phone to assist them with identifying and connecting with key support services.
- Undertake research for clients, locating appropriate referrals for a variety of support needs.
- Provide short term support, connecting with clients and referral partners regularly over the phone to ensure the client is supported.
- Where appropriate, work with the client eligible for a loan to collect information in the loan origination system, identifying points in the process where you can provide financial capability support.
- Consult, refer and collaborate with other team members, including financial counselling and financial wellbeing peers, other GSANZ services and the broader service sector to support client goals.
- Accurately collect and enter client information into the relevant systems, including detailing safety assessments and agreed follow up actions.
- Comply with GSANZ policy, procedures and practices and participate in GSANZ organisational activities.

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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**

Tertiary qualification in Social Work, or similar level qualification in a human services discipline, such as Psychology.

### **Employment is subject to:**

- Relevant Qualifications/Registration Name
- A current Police Record Check
- A current 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**

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### **Key Selection Criteria**

1. Appropriate tertiary qualification in Social Work, Psychology or a related tertiary discipline is essential.
2. Demonstrated capacity to provide support coordination or service navigation, including the ability to carry out comprehensive risk and needs assessments and respond appropriately.
3. Demonstrated understanding of a trauma-informed approach and ability to work with clients with multiple vulnerabilities and who are experiencing financial crisis, family violence, risk of homelessness, neglect, abuse, disability, or mental ill health.
4. Demonstrated understanding of financial hardship and ability to recognise financial risk factors.
5. Demonstrated capacity to work flexibly and respectfully with a diverse range of people, including people with cultural, gendered, and socially and economically diverse backgrounds, people who experience health concerns or disabilities, carers and people who have not previously accessed a community services system.
6. Previous experience providing phone-based support including intake and assessment experience.

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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 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
- You may be required to obtain particular vaccines or immunisations in order to perform the Inherent 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.