

## Position description

<b>Title</b>	<b>Customer Service Advisor/Community Financial Inclusion Officer – Flood Relief</b>
<b>Reports to</b>	Good Money Manager
<b>Salary</b>	\$45.83 and up to \$91.66 per hour for weekend work
<b>Employment Status</b>	Part-time, 2-4 days per week including weekends, up to 30 June 2023
<b>Primary Location</b>	Berri, Mannum, Murray Bridge, South Australia
<b>Date</b>	December 2022
<p><b>Good Shepherd Australia New Zealand (GSANZ)</b></p> <p>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.</p> <p>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.</p>	

## **Role Purpose**

Good Money is a joint initiative of Good Shepherd (GSANZ), NAB, and the State Government providing community finance products and services within a place-based model.

The Customer Service Advisor/Community Financial Inclusion Officer provides community finance products and services, including No Interest Loans, directly to customers. These products and services aim to improve the wellbeing and social inclusion of people who are disadvantaged and on low incomes. This role is the initial point of contact for customers, assesses their needs and refers them appropriately, and delivers direct services (community finance products). This direct service delivery includes achieving targets, maintaining quality of products and customer service, completing budgets and loan applications with customers.

The Customer Service Advisor will be located at a Government of South Australia Emergency Relief Centre in either Berri, Mannum or Murray Bridge as a result of the flood impacts across the Riverland. The Emergency Relief Centres host a variety of government and non-government services that provide support to people affected by the floods.

The Customer Service Advisor will work closely with the worker from ac.care, which together will provide 7 days a week support for affected individuals and families seeking microfinance options. Primarily they will support people to access No Interest Loans for Natural Disasters.

Whilst this role will report to the Good Money Manager – Community Engagement and Service Delivery, Salisbury, they will operate primarily from a Relief Centre in the Riverland. As such, they will be the only Good Shepherd team member on-site, however will be a member of the wider SA Good Money team which includes the Customer Service Advisor's based at the other Riverland Relief Centres and the Salisbury Good Money site.

## **Key Responsibilities**

- Greet clients and guide them through the Good Money finance options.
- Respond to enquiries (phone, face-to-face and online), assess eligibility, determine customer needs and respond appropriately (this may be through providing direct services, information provision, or referrals to internal and external supports).
- Assist people from diverse backgrounds with complex needs, including those recently impacted by the floods, in a way that is respectful, appropriate and professional.
- Utilise local networks to provide information and make referrals to other support services, as required.
- Assist clients with all aspects of loan applications, including conducting one-on-one interviews with clients, preparing a budget with them, and checking supporting documentation.
- Respond to enquiries regarding existing loans and ongoing loans management (this may include following up with customers who have missed repayments).
- Contribute to community engagement and partnership development activities, to increase the number of customers who access Good Money services.
- Ensure accurate customer records are kept using Good Money's customer database.
- Perform day-to-day administrative duties and data entry.
- Contribute to the Emergency Relief efforts by being the local representative for Good Shepherd and Good Money in the Emergency Relief Centres.
- Work closely with ac.care to ensure client continuity of service across 7 days service.
- Align performance and success to meet targets and outcomes.
- Contribute to state and national microfinance activities, as is appropriate.
- Participate in regular team and other meetings as required.

This role is not required to provide financial counselling, financial advice, or deal with complex financial legal matters, however will facilitate access to financial counsellors, legal and other services.

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## **Responsibilities of Good Shepherd Employees**

### **Strategy**

- Deliver service in line 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**

- Excellence customer service, friendliness and empathy
  - Certificate or Diploma in Community Services, or equivalent community services/loan provision experience
  - Good interpersonal skills
  - Good written and verbal communication
  - Ability to develop and maintain spreadsheets and data bases accurately; and experience using web-based software to manage information
  - Ability to work from different sites if required
  - Must hold current valid driver's license and have access to own vehicle
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## **Key Selection Criteria**

1. Ability to establish rapport and support customers from diverse backgrounds and complex needs and provide efficient and high quality customer service.
  2. Demonstrated experience in uncovering and assessing customer needs and matching these with appropriate services and referrals.
  3. Ability to articulate and work through relevant budgeting and numerical processes with customers (some training provided).
  4. Demonstrated computer skills, including Microsoft Office and use of customer databases.
  5. Ability to follow procedures, processes and compliance requirements whilst paying attention to detail.
  6. The capacity and commitment to work in alignment with the values of Good Shepherd and understand the issue of financial exclusion in Australia.
  7. Experience engaging with communities and organisations to build effective partnerships.
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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
- 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 boosted 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. 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.

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