

# Position description

<b>Title</b>	<b>Financial Resilience Worker – Financial Resilience Services Program (QLD)</b>
<b>Reports to</b>	<b>Senior Financial Resilience Practitioner</b>
<b>Classification &amp; Salary</b>	<b>SCHADS Level 4 (plus super and salary packaging)</b>
<b>Employment Status</b>	<b>Full time fixed term contract until Nov 2023</b>
<b>Primary Location</b>	<b>Southport Good Money Store, occasional travel to neighbourhood houses and community centres around Southport and Gold Coast may be required from time to time, as well as regional parts of SE QLD based on client need</b>
<b>Date</b>	<b>January 2022</b>

## **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.

## **About Financial Resilience Program**

GSANZ together with the Neighbourhood Community Centres (NCC), Neighbourhood Centres Queensland (NCQ - the Peak Body for Neighbourhood Houses in Queensland) has been funded by the Queensland Department of Communities, Housing and Digital Engagement (DCHDE) to deliver the Financial Resilience Program across 20 priority areas in Queensland. The partnership between GSANZ, NCC network and NCQ brings strong operational capability to deliver an integrated financial resilience service. It will allow financially vulnerable individuals and families in Queensland, including the 'newly vulnerable' impacted by COVID-19, to access the program, at the right time and in the right place.

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## 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.

As a Good Shepherd Financial Resilience Worker you will;

- adopt the 'financial conversation' approach to identify client needs and understand causal factors behind the financial stress as well as providing access to no-interest/low-interest loans
- provide one-on-one support to address individual financial situations and increase financial literacy
- adopt a trauma informed and strengths-based approach to provide support to clients experiencing financial vulnerability, hardship or financial crisis
- provide access to resources for financial and material assistance to alleviate financial stress and hardship
- assist in preparing applications for assistance including for no interest loans
- refer to specialist services to address issues linked with financial hardship and other social vulnerabilities like mental health, homelessness and domestic & family violence
- deliver services by phone, virtual, online, mobile, and face-to-face
- advocate with credit and utility providers and low-level creditors
- provide training to enhance client's financial literacy

Please note this role will not be required to provide financial counselling, financial advice, or deal with complex financial or legal matters and will facilitate access to financial counsellors, legal and other services.

## Key Responsibilities

- Assess a person's presenting financial, personal and any other relevant circumstances; provide information and options, agree and obtain client consent for referrals
  - Provide the service response based on the needs of the client, extending from early intervention to crisis support and from financial conversations to financial counselling including assistance to access the No-Interest Loans Scheme (NILS).
  - Help clients to build skills to avoid or resolve financial difficulties and strengthen their capacity to manage their money by providing information and support access to grants, benefits, utilities relief, rent support relief and other measures to resolve and alleviate financial stress
  - Where required undertake referrals and connect the client to internal or external services that are right for them and based on their needs. The local area services may include community organisations, foodbank services, emergency housing services, employment support, family violence services and services offered through the NCC. Internally the person may be directed to a Financial Counsellor, Social Worker, Family Violence Worker, and Family Support Worker
  - Promote financial resilience and ensure clients have access to financial literacy through a range of educational, developmental, and support services
  - Develop and maintain relationships with community groups and other services to enable early intervention and appropriate referral pathways
  - Provide financial capability development programs through one on one budgeting support and through facilitation of group training
  - Collect and enter client information into the relevant systems and share information as appropriate. Record and maintain detailed and accurate records and data to support monitoring, reporting, and evaluation
  - Adopt a 'triage' process when demand exceeds capacity
  - 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
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- Consult, learn and implement new ways of working and quickly adopt new systems and processes to improve client outcomes
  - Keep up to date with relevant legislation, policies and practices
  - Provide support to the Program Manager and contribute to the development of team plans and outcomes
  - Comply with GSANZ policy, procedures and practice 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

- Completion of a minimum Diploma level in Community Services equivalent demonstrated experience
- The following financial literacy education units must be completed (prior to starting the role or within 6 months of starting the role) to undertake the role:
  - CHCFLE301A – work with clients needing a financial literacy education;
  - CHCFLE302A – educate clients in fundamental financial literacy skills, and
  - CHCFLE303A – educate clients to understand debt and consumer credit.
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)
- A current Driver's License
- You may be required to provide evidence of Covid-19 vaccination, or medical exemption

## Competencies

- Calm in a busy environment, thinks clearly – can respectfully manage complex conversation
- Can assess a client's situation and determine how to best support client immediate needs – is able to explore options and consequences and advocate/ negotiate on the client's behalf
- Can analyse and think deeply to assess risk and takes appropriate steps to mitigate and manage risk
- Inclusive, trauma informed, empathic, sound and supportive conversations that place the client's identity, needs and context at the centre, and, where appropriate, link the client with other services and agencies
- Capacity to self-reflect and understand impact of own behaviour and words on others
- Takes care to document decision making in thorough case notes
- A willingness to adapt to changes in the workplace and within the Financial Counselling field to ensure improve outcomes for clients
- Computer Literacy skills

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## Key Selection Criteria

- Demonstrated experience working on a 1:1 or group basis with clients to build financial capability skills, knowledge and self-efficacy with the objective of developing behaviours consistent with improved financial wellbeing
- Completion of:
  - CHCFLE301A – work with clients needing a financial literacy education;
  - CHCFLE302A – educate clients in fundamental financial literacy skills, and
  - CHCFLE303A – educate clients to understand debt and consumer credit.
- Demonstrated understanding of social justice and financial capability building concepts
- Experience working with clients on Centrelink payments
- High quality group facilitation skills
- Demonstrated teamwork capability
- Excellent interpersonal, written and verbal communication, negotiation and advocacy skills
- Demonstrated capacity to maintain timely and accurate records
- Commitment to personal and professional development

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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
- 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.