

JOB DESCRIPTION

TITLE OF POSITION	Financial Capability Worker
CLASSIFICATION LEVEL	Level 3 then Level 4 on completion of CHCSS00077
PROGRAM	Money Hub Services

OVERVIEW

Lutheran Care (LC) provides community services on behalf of the Lutheran Church in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and support. Current programs include emergency relief, financial counselling, family support and education, foster care, housing and family shelter, and refugee services. LC is committed to reducing barriers encouraging inclusion and participation in the community of people with a disability, people of all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI) people and people from Culturally and Linguistically Diverse (CALD) backgrounds.

In Central Australia, Lutheran Care (LC) operates a Financial Services Hub which provides a financial literacy programs, and Financial Counselling to Alice Springs, including town camps and remote communities within the Central Australian service area. LC also has a contract to deliver specialised financial health and capability services to Central Australia which support the family money management through a range of existing banking products.

ROLE SUMMARY

The Financial Capability Worker will provide on-ground support to help people to make informed choices about their financial position, build longer-term capabilities through budgeting and manage their money.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

This position reports to the Team Leader – Financial Services NT.

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SPECIAL CONDITIONS

Any offer of employment is subject to;

- NT based positions require a satisfactory National Criminal History Record Check (NCHRC) and a current Ochre Card
- A satisfactory NDIS Workers Screening Check.
- Hold a current and unrestricted NT Driver's License
- Undertaking extensive travel throughout Central Australia with overnight stays in a range of accommodation.

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	<ul style="list-style-type: none"> ▪ Model ethical behaviour and practice consistent with the Christian ethos of LC as outlined in the Code of Conduct and stated values. ▪ Adhere to and support LC's policies and procedures.
Teamwork	<ul style="list-style-type: none"> ▪ Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. ▪ Support LC's senior management team's decisions and ensure that instructions are carried out. ▪ Alert the program manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). ▪ Attend and actively participate in regular team meetings and forums as required. ▪ Report to the supervisor as required.
Work Health and Safety	<ul style="list-style-type: none"> ▪ Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. ▪ Promote and adhere to LC's Work Health and Safety guidelines.
Resource Management	<ul style="list-style-type: none"> ▪ Monitor financial reports, expenditure and budget to meet budgetary requirements. ▪ Maintain records of activities as required for accountability purposes. ▪ Manage resources and risks efficiently and effectively. ▪ Work within established or negotiated financial and time constraints

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Continuous Improvement	<ul style="list-style-type: none"> ▪ Contribute to the delivery of high quality services. ▪ Understand and support continuous quality improvement in LC.
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CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Remote Travel	<ul style="list-style-type: none"> ▪ Travel by 4WD to remote communities to provide support for individuals in building their financial capability. ▪ Stay overnight in a range of accommodations up to a week. ▪ Collaboration with other agencies in remote locations to provide community support.
Support and build participants Financial Capability	<ul style="list-style-type: none"> ▪ Provide one on one financial capability support to individuals. Determine client's financial situations, assess their needs and build a plan tailored to them. ▪ Provide non-accredited group activity workshops on financial capability to resource and equip participants with money management skills. ▪ Encourage individuals to stay motivated and monitor their progress. ▪ Monitor and review case/action plans with clients to support and encourage greater self-reliance.
Emergency Relief (ER)	<ul style="list-style-type: none"> ▪ Provide ER services for clients who present in crisis. ▪ Assist with maintaining supplies for ER program. ▪ Deliver a client-centred and strengths based service. ▪ Provide an early intervention and prevention service through appropriate referrals and by linking clients to other services such as Financial Counselling, family support services, counselling, etc. ▪ Arrange follow up appointments. ▪ Seek feedback from the client to ensure that the service provided is client-centred and appropriate to their needs. ▪ Develop community initiatives to assist clients to develop skills and reduce poverty through connections with other people and community organisations.

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Referral of Clients	<ul style="list-style-type: none"> ▪ Ensure clients are referred to appropriate support services. ▪ Maintain an up to date contact list of referral sources. ▪ Actively follow up incoming referrals to meet client needs and improve overall wellbeing.
Networking and Advocacy	<ul style="list-style-type: none"> ▪ Work with the team to create networks with various Indigenous communities. ▪ In consultation with the team, take into account the local requirements for the presentation of material to be culturally relevant. ▪ Be involved in local partnerships and networks with relevant agencies, financial services and local organisations. ▪ Develop and maintain networks with both local and remote Government and non-Government agencies to enable a positive referral pathway for clients.
Keep Records	<ul style="list-style-type: none"> ▪ Collect data needed for reporting purposes as requested by the manager. ▪ Ensure that data is kept confidential. ▪ Input data into databases as required. ▪ Attend to filing of records when required. ▪ Ensure all required documentation is completed in a timely manner.
Professional Development	<ul style="list-style-type: none"> ▪ Participate in training on budgeting and financial literacy and other training as required by LC. ▪ Attend accredited training as required by the department to fulfil contractual obligations. ▪ Participate in further personal development as discussed with the program manager.

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain “Best Practice” standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

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PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Ability to work within the vision and values of Lutheran Care
- Completion of Financial Literacy Education Skill Set or willingness to obtain (CHCSS00077)
- Ability to link with and work within Indigenous communities.
- An understanding of Central Australian Indigenous culture.
- Possess an understanding of financial issues as they relate to household budgets.
- High level of communication skills (listening, verbal and written)
- Strong team work focus.
- Ability to be flexible and adapt training material to the person/s and situation.
- Ability to handle all enquiries with diplomacy, tact, empathy and strict confidentiality.
- Work within a non-judgemental framework.
- Build and maintain networks with Government and non-Government agencies.

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Experience at working within a community and/or not-for-profit sector.
- Experience at working within Indigenous communities.
- First Aid certificate.
- Experience/Certificate in 4WD training

Employee: _____ Witness: _____ Date: _____

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