

JOB DESCRIPTION

TITLE OF POSITION	Financial Health Worker
CLASSIFICATION LEVEL	Lutheran Care (NT) Level 2 then Level 3 on completion of CHCSS00077
PROGRAM	Financial Health – Families Money Management Program – Central Australia

OVERVIEW

Lutheran Care provides community services 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 disability support. Current programs include emergency relief, financial counselling, family support and education, foster care, homelessness and housing and, NDIS disability services. Lutheran Care is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

In Central Australia, Lutheran Care (LC) operates a Financial Services Hub which provides a financial literacy and education program, 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 through money management with a range of existing banking products.

ROLE SUMMARY

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

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

This position reports to the Operations Manager and receives support and direction from the Senior Practitioner Financial Wellbeing in relation to clinical supervision and case management.

SPECIAL CONDITIONS

Please remember that a printed document is uncontrolled (e.g. it may be out of date) so always refer to the Information Centre for the latest version of this document.

Any offer of employment is subject to;

- A current and satisfactory Department of Human Services Working With Children Check (SA) / Ochre Card (NT)
- A current and satisfactory National Criminal History Check
- A current and satisfactory NDIS Worker Check
- A current and unrestricted Australian Driver's Licence and the ability and willingness to regularly drive in the course of your employment
- Possession of a registered and roadworthy vehicle available for work use (employees reimbursed for work travel)
- Travel throughout the region as required with overnight stay in a range of accommodation.
- Some travel may also require driving a 4WD vehicle over large distances
- Evidence of COVID-19 vaccination (1st & 2nd dose)
- Hold a current Provide First Aid certificate and a current Safe Environments for Children & Young People certificate

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.▪ Comply with Professional Codes of Practice.
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.

Please remember that a printed document is uncontrolled (e.g. it may be out of date) so always refer to the Information Centre for the latest version of this document.

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

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 health. ▪ Stay in a range of accommodations overnight and or up to a week. ▪ Collaboration with other agencies in remote locations to provide community support.
Support and build participants Financial Health	<ul style="list-style-type: none"> ▪ Provide one on one financial health 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 health to resource and equip participants with money management skills. ▪ Assist staff in Alice Springs with the duty roster, when able to support Emergency Relief Clients who are experiencing financial distress, hardship and food insecurity concerns. ▪ Encourage individuals to stay motivated and monitor their progress. ▪ Monitor and review case/action plans with clients to support and encourage greater self-reliance.
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.

Please remember that a printed document is uncontrolled (e.g. it may be out of date) so always refer to the Information Centre for the latest version of this document.

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 LC team. ▪ 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.

Please remember that a printed document is uncontrolled (e.g. it may be out of date) so always refer to the Information Centre for the latest version of this document.

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 - willingness to obtain (CHCSS00077) and then consideration for continuing toward Cert 3 in Community Services (CHC32015)
- Ability to link with and work within First Nations communities.
- An understanding of Central Australian First Nations 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 First Nations communities.
- First Aid certificate.
- Experience/Certificate in 4WD training

Please remember that a printed document is uncontrolled (e.g. it may be out of date) so always refer to the Information Centre for the latest version of this document.

ACKNOWLEDGEMENT:

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.

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee: _____ Witness: _____ Date: _____

Please remember that a printed document is uncontrolled (e.g. it may be out of date) so always refer to the Information Centre for the latest version of this document.