

JOB DESCRIPTION

TITLE OF POSITION	Financial Capability Worker
CLASSIFICATION LEVEL	Lutheran Care (NT) Level 3
PROGRAM	Financial Wellbeing Services - NT
LOCATION	Alice Springs

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) delivers Financial Wellbeing Services, providing financial literacy programs, and financial counselling to Alice Springs (including town camps), remote communities and other outreach services within the Central Australian service area. LC also offers an Emergency Relief service out of the Alice Springs office and has a contract to deliver specialised financial health and capability services to Central Australia which support family money management through a range of existing banking products.

ROLE SUMMARY

The Financial Capability Worker supports people to make informed choices about their financial position, build longer-term capabilities through budgeting, and effectively manage their money. They will also assist with the development and delivery of budgeting and financial literacy information sessions and workshops, catering to the needs of vulnerable low-income individuals and families within the service footprint. This role requires regular travel to provide services to First Nations remote communities within Central Australia, on a rostered basis.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

This position reports to the Operations Manager, Central Australia.

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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
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:
Provide Financial Capability & Emergency Relief (ER) Services	<ul style="list-style-type: none"> ▪ Communicate verbally and in writing with clients, other staff and stakeholders in a clear, timely and positive manner ▪ 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. ▪ Manage all aspects of setting up, conducting and following up appointments. ▪ Support clients to complete all relevant paperwork. ▪ Provide ER services for clients who present in crisis. ▪ Assist with maintaining supplies for ER program. ▪ Deliver a client-centred and strengths based service. ▪ Engage positively with Aboriginal people and deliver culturally appropriate and respectful services ▪ Work collaboratively with a diverse range of people with multiple and complex needs ▪ Arrange follow up appointments. ▪ Seek feedback from the client to ensure that the service provided is client-centred and appropriate to their needs. ▪ Actively follow up incoming referrals to meet client needs ▪ Ensure clients are connected to appropriate resources and services.
Remote Travel	<ul style="list-style-type: none"> ▪ Participate in a remote travel roster ▪ Drive a 4WD vehicle throughout remote areas of Central Australia in the course of your employment ▪ Travel by 4WD to remote communities to provide support for individuals in building their financial capability. ▪ Stay overnight in a range of accommodations for up to a week. ▪ Collaborate with other agencies in remote locations to provide community support
Referrals, Networking and Advocacy	<ul style="list-style-type: none"> ▪ Develop positive relationships and assist in maintaining a contact list for all relevant internal and external services and, make connected referrals appropriate to clients' needs

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	<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 as required.
Keep Records	<ul style="list-style-type: none"> ▪ Ensure accurate information is collected and stored in the relevant database/s ▪ Complete comprehensive, professional case notes finalised within allocated timeframes on the relevant database/s ▪ Collect data needed for reporting purposes as requested ▪ Ensure that data is kept private and confidential. ▪ Plan and organise workload to achieve specified outcomes within set time frames including providing information for reporting as required
Professional Development	<ul style="list-style-type: none"> ▪ Complete and attend all compulsory training required by LC for your position within the allocated timeframe ▪ Participate in training on budgeting and financial literacy and other training as required by LC. ▪ Complete and attend accredited training and/or obtain qualifications as required by the funding body to fulfil contractual obligations, e.g. Financial Literacy Education Skill Set, Certificate 3 in community Services ▪ Actively participate in professional development opportunities in consultation with the Operations Manager

PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Certificate III (or above) in Community Services or equivalent or willingness to complete.
- 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.

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- 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.
- Working knowledge and application of the MS Office suite of applications

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Experience delivering community education in group settings
- Experience in working with low income or otherwise vulnerable individuals and families
- Experience in working within community services and/or not-for-profit sector.
- Experience in working within Indigenous communities.
- Experience/Certificate in 4WD training

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: _____

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