

JOB DESCRIPTION

TITLE OF POSITION	Team Leader NT Financial Services
CLASSIFICATION LEVEL	Lutheran Care NT Level 5
PROGRAM	NT Financial Services

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 allied health. Current programs include emergency relief, financial counselling, family support and education, foster care, homelessness and housing and, allied health 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.

ROLE SUMMARY

The Team Leader NT Financial Services is responsible for the day-to-day leadership and coordination of the Financial Wellbeing Program team across the Northern Territory. The role provides line supervision, coaching, mentoring and case practice guidance to designated team members, while supporting the delivery of high-quality, culturally responsive and client-centred services. Working in partnership with the Operations Manager, the Team Leader monitors service quality, program performance and compliance with contractual, legislative and organisational requirements. The role also maintains a small caseload and provides higher-level, confidential financial capability support to clients with complex needs, within the scope of the role's qualifications and experience. The Team Leader is responsible for identifying and escalating workforce, service delivery, safety and compliance risks, and ensuring community needs are reflected in service planning and delivery.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Team Leader NT Financial Services reports to the Operations Manager Central Australia and provides operational leadership to the Financial Wellbeing Program (FWP) team.

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	• 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 conduct.
Teamwork	• 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	• 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	• 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	• Contribute to the delivery of high quality services. • Understand and support continuous quality improvement in LC.

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	• 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 conduct.
Teamwork	• 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	• 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	• 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	• 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:
Supervision and service leadership	• Provide line supervision to designated Financial Wellbeing Program (FWP) team members in the Northern Territory through coaching, role modelling, case practice review and regular supervision sessions. • Support the operations manager to implement a professional development schedule for the FWP team members under your supervision. • Plan and monitor workloads to maintain a high standard of service and equitable, timely service delivery. • Support team members by applying a comprehensive understanding of the sector and the challenges experienced by people facing financial hardship. • Provide organisational oversight of Lutheran Care's Emergency Relief Program, ensuring the program is delivered consistently and effectively across teams, supporting staff to meet program requirements and addressing operational issues to ensure smooth service delivery. • Model and encourage evidence-informed, innovative and client-led approaches to complex problems. • Support the implementation of approved service changes using effective change management processes. • Ensure reports are accurate, complete, produced and submitted within organisational and contractual timeframes. • Demonstrate and model a commitment to all organisational planning and quality management processes. • Oversee the delivery of high quality, best practice support to clients and ensure service delivery meets relevant standards, contractual requirements and program guidelines. • Monitor the accuracy and timeliness of case records, client documentation and program data. • Identify and escalate actual or potential non-compliance, service gaps, complaints, critical incidents and significant risks to the Operations Manager. • Undertake other duties as reasonable requested within your level of skills and qualifications and consistent with the classification of the role.
Team Leadership	• Promote a culture of learning, inclusion, accountability and professionalism for all staff. • Develop and enhance the skills and knowledge of team members, including the identification of appropriate training needs. • Provide advice and support to staff and raise risks or issues with the Operations Manager. • Provide team members with clear expectations, priorities, guidance and constructive feedback.

	• Address routine performance and conduct matters within the role's authority and escalate significant or unresolved matters to the Operations Manager and People & Culture. • Participate in recruitment, induction, probation and performance development processes as required and within delegated authority. • Lead and facilitate meetings, debriefing, supervision, training and forums as required. • Provide reports to management as requested and brief the Operations Manager on developing or emerging issues as necessary. • Work in partnership with the Operations Manager to coordinate triage, client allocation and referral decisions, ensuring decisions are appropriately documented. • Support the timely management of client feedback and complaints and escalate serious or unresolved matters in accordance with Lutheran Care's policies and procedures.
Assessment and client advocacy	• Ensure confidentiality and timely service delivery when working with individuals. • Collect, use, store and disclose client information in accordance with privacy requirements, client consent, organisational policy and relevant legislation. • Ensure accurate and professional case work including maintaining timely case records, preparing Statement of Financial Position for clients and assisting with budgeting as required. • Present all options to clients and clearly explain all the advantages and disadvantages of each option, allowing clients to choose their own course of action. • Support clients to make informed decisions without pressure, judgement or inappropriate influence. • Prepare payment plans in consultation with the client where appropriate and within the scope of the service. • Prepare correspondence as necessary on behalf of the client ensuring that it meets their needs and accurately reflects their instructions and circumstances • Provide appointments and support in accordance with agreed client goals, service eligibility, program guidelines, organisational capacity and appropriate service closure criteria • Utilise other resources and community support agencies in the community and refer clients where appropriate. • Negotiate and advocate on behalf of the client where appropriate ensuring they are represented in a professional manner and that ethical, legal, privacy and program requirements are met. • Empower the client through improved financial management skills. • Prepare, maintain and present financial literacy education for individuals and groups. • Ensure financial literacy information and education materials are accurate, accessible, culturally appropriate and consistent with approved program information.

	• Recognise and respond to client safety, wellbeing and safeguarding concerns in accordance with Lutheran Care's policies and reporting requirements. • Clearly distinguish between financial capability support and financial counselling and only provide services within the employee's qualifications, professional scope and program requirements.
Professional Development	• Maintain financial capability and case work skills and keep up to date with the sector by attending appropriate training. • Ensure associate or full registration with SAFCA is maintained where required and appropriate to the duties performed. • Maintain all qualifications, registrations and certifications required for the role. • Participate in regular supervision and professional development as agreed with the Operations Manager. • Advise the Operations Manager of any actual or potential limitations relating to qualifications, registration, competency or professional scope before undertaking the relevant work.
Remote Travel	• Develop Remote travel Roster for the Financial Wellbeing Team • Travel by 4WD to remote communities to provide support for individuals to build their financial capability • Stay in a range of accommodation for overnight and or for up to one week, depending on service requirements and approved travel arrangements. • Collaborate with other agencies in remote locations to provide community support. • Comply with Lutheran Care's remote travel, journey management, working alone, fatigue management, communication, emergency response and vehicle safety requirements. • Work respectfully with local communities and seek appropriate cultural advice and guidance when required. • Identify and report safety, cultural, environmental or operational concerns before and during remote travel. • Assess and manage risks associated with remote travel and ensure organisational controls are in place prior to travel.

PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Financial Literacy and Education skill set (CHCSS00077)
- Certificate 3 in Community Services or equivalent
- demonstrated understanding of First Nations Culture in Central Australia and the importance of culturally safe practice.
- Demonstrated experience leading a team
- Experience supporting, coaching and mentoring staff and the capacity to provide regular operational supervision where this is required as part of the role.
- Knowledge of the concepts of financial exclusion and inclusion, hardship, financial counselling services, relevant government policy and legislation
- Knowledge of financial issues as they relate to household budgets
- Ability to produce accurate and timely monthly operational reports for line management
- Excellent interpersonal and communication skills including the ability to establish a rapport and maintain positive professional relationships with client, colleagues and other service providers
- Ability to communicate financial information clearly and accessibly.
- Strong skills in time management, setting priorities, planning and organising work to achieve specified objectives
- Sound knowledge of community resources, community development and advocacy models
- Ability to work independently and demonstrate initiative and recognise when a matter requires escalation.
- Ability to work in a multidisciplinary team with a strong teamwork focus
- Ability to appropriately promote Lutheran Care's financial wellbeing programs
- Ability to produce and present education sessions to groups and individuals
- Ability to work within a non-judgemental, client-led and trauma-informed framework
- Ability to manage confidential and sensitive information appropriately.
- Ability to identify, document and escalate service delivery, workforce, compliance and safety risks.
- Ability to work respectfully and effectively with First Nations peoples and communities.
- Demonstrated commitment to Lutheran Care's values of inclusion, social justice, courage and compassion.

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Experience working in a not-for-profit organisation or values based organisation
- Diploma of Community Services (Financial Counselling) and relevant supervision qualifications
- Full member of the South Australian Financial Counsellors Association (SAFCA)
- Experience delivering community services in remote Northern Territory locations.
- Experience working within government-funded or contract-based community service programs.
- Experience monitoring program performance, service data and contractual reporting requirements.

SPECIAL CONDITIONS

Any offer of employment is subject to;

- A current and satisfactory Ochre Card
- A current and satisfactory National Criminal History 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 and/or interstate is required
- Availability for some out of hours work, including overnight stays as required
- Current Remote First Aid
- NAPCAN Certification (NT mandatory reporting obligations)

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: _____