



POSITION DESCRIPTION

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General Information	
Position Title:	Saver Plus Coordinator
Incumbent:	
Function & Team/Program:	Policy & Programs
Location(s):	Sydney Metro, NSW; Inner West, NSW; Hurstville, NSW; Macarthur, NSW; Cairns, QLD; Moreton Bay, QLD; Logan, QLD; Gold Coast North, QLD; Townsville, QLD.
Manager's Position Title:	National Program Manager, Saver Plus
Manager's Name:	Matt Taylor
Date Prepared:	17/02/2020
Prepared By:	Matt Taylor
Approved By:	Mona Malouf

Primary Purpose of this Position *(In one sentence - why does the role exist?)*

Coordinating the delivery of the Saver Plus program within the site boundary (Local Govt. Area) to meet program targets, KPI's and service delivery standards as per the Quality Framework and Saver Plus Partnership Licencing Agreement.

Scope

Direct Reports to this Position

By Position Title

Nil

Indirect Reports

Total Number

Volunteers (Administration support volunteers)

Financial Dimensions controlled by this Position *(Include key financial metrics such as revenue growth, income & expense budget, etc)*

Direct control

Nil

Indirect control

Program expense budget e.g: Motor Vehicle Mileage, Catering & venue hire

Other Dimensions of this Position

Responsible for recruiting agreed participant targets each month

Setting Priorities *(how is work prioritised)*

How often does employee prioritise their own work?
Eg. Daily, weekly, monthly, annually, other

Daily, weekly, monthly, annually

How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other

Daily and Weekly (Volunteers)

Key Relationships *(Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)*

Internal	<ul style="list-style-type: none"> • National Program Manager, Saver Plus • General Managers • Regional Program Managers • 25 Saver Plus Coordinators (QLD, TAS, SA, WA, NSW/ACT, VIC) • Learning for Life Workers • National PR & Media Advisor • Communications Manager • People & Cultural team members • BIS team members • Corporate Services team members • Volunteer Operations Coordinator
External	<ul style="list-style-type: none"> • Schools (primary and secondary), holiday programs and kindergartens within Local Government area (LGA) • Community groups and organisations (e.g. NGOs, volunteer groups, sports clubs, religious groups, multicultural groups, etc.) • TAFE/Apprenticeship and training centres • Employers (e.g. Businesses, shopping centres, recruitment agencies etc.) • Libraries, Centrelink and Local Government • Media (Social Media, Newspaper, Radio, TV) • ANZ Branch staff including District Managers and Branch Managers • Manager, Financial Inclusion, ANZ Group Corporate Affairs • Saver Plus National Office team members (Brotherhood of St Laurence)

Key Decision Making in this Role *(What are the key decisions and recommendations made in this role?)*

Decisions Expected

In accordance with Saver Plus Licensing Agreement

- Daily program delivery including effective community engagement activity in promoting the program to achieve outcomes required
- Recruiting eligible participants to meet program target
- Monitoring and supporting participants while on the program and the matched funds process
- Facilitating MoneyMinded workshops (10 hours) including sourcing venues and catering
- Administration requirements for the program

Recommendations Expected

- Participate in program and process improvement, as required (Saver Plus and MoneyMinded)

Key Responsibilities / Accountabilities *(List the major areas from largest % of job to smallest)*

Major Area: Community Engagement and Marketing / Promoting of Saver Plus Program	% of Job: 50%
Develop a good understanding of the LGA and implement a comprehensive community engagement plan which aims to promote and build local community awareness of the program	
Develop and maintain an effective referral network of local schools, Community Groups, TAFE, Employers and Government and any other relevant networks	
Promote and engage members of this network in referring potential participants to the program and to ensure all are well informed about eligibility and the referral process	
Deliver engaging information sessions to groups of interested potential participants from networks above	
Develop positive relationships with the ANZ staff including District Manager & Branch Managers within LGA	

Major Area: Recruiting participants	% of Job: 15%
Respond to initial enquiries via phone within 2 working days to access eligibility for program	
Schedule and conduct face-to-face interviews with potential participants once eligibility has been confirmed	
If the person is ineligible refer them to appropriate support services where necessary	
Major Area: Facilitating MoneyMinded workshops	% of Job: 15%
Coordinate and facilitate MoneyMinded workshops (10 hours) to groups of six or more participants within 4 months of starting the program	
Source venue's (free if possible) within LGA and arrange light refreshments for workshops	
Major Area: Monitoring and supporting participants including managing matched funds process	% of Job: 15%
Monitor Saver Plus database monthly (once upload occurs around 7th day of each month) and run activity and goal export reports to ensure participants remain eligible to receive matched funds at completion of program	
Work with participants who may need additional support with their deposits	
Assist participants (as required) with matched funds paperwork	
Maintain accurate and confidential participant files in a locked filing cabinet	
Strong attention to detail when entering data into database	
Maintain comprehensive case notes around conversations with participants using the Saver Plus Database	
Provide monthly reports to Program Manager around program delivery in site	
Ensure compliance with all relevant Saver Plus policy and procedures	
Major Area: Participation and Team Building	% of Job: 5%
Be an active and engaged team member including participating in team meetings as required	
Maintain a safe workplace by ensuring adherence to Work, Health & Safety policies and procedures	
Ensure compliance with all relevant organisational policies and procedures	

Key Challenges in Achieving Goal(s): *(What are the key challenges faced by this role in meeting goals/objectives)*

- Maintaining recruitment targets and KPIs as per the Saver Plus Licencing Agreement & Quality Framework
- Ability to effectively engage and promote to stakeholders / networks within Local Government area (LGA)
- Ability to manage multiple tasks
- Supporting participants not achieving their goal
- Deliver MoneyMinded workshops to 100% of participants prior to completing the savings period
- Providing an equal experience to participants from NESB groups
- Ability to undertake occasional out of work hours (e.g.: delivery of MM workshops)

Qualifications, Experience and Competencies: *(What background, knowledge, experience or competencies are required to perform the role at the expected level?)*

Education / Qualifications / Memberships:	Essential	Desirable

Experience:	Essential	Desirable
	<ul style="list-style-type: none"> • Experience in program delivery / coordination • Proven experience in establishing and maintaining effective stakeholder engagement relationships • Demonstrated experience in planning and facilitating group workshops • Demonstrated experience in administration 	<ul style="list-style-type: none"> • Local networks in educational or community settings • Knowledge of financial inclusion programs • Experience managing volunteers
Competencies:	Essential	Desirable
	<ul style="list-style-type: none"> • Skills and confidence to promote the Saver Plus program effectively to schools and other stakeholders / networks and build strong relationships to achieve program Targets & KPIs • Demonstrated experience in planning and facilitating workshops • Experience and confidence in delivering F2F information sessions to groups • Excellent administrative skills (including computer literacy and written reports with attention to detail) • Demonstrated capability to manage and plan own work to achieve required outcomes • Effective communication skills • Flexibility to respond to competing demands • Good negotiation skills • Hold a current State Drivers licence including a roadworthy vehicle 	<ul style="list-style-type: none"> • Knowledge and understanding of program delivery • Flexibility to accommodate change
Selection Criteria:	<ul style="list-style-type: none"> • Proven experience in effective community engagement to achieve program outcomes (Targets & KPIs) • Demonstrated experience in planning and facilitating group workshops • Demonstrated capability to manage and plan own work to achieve required outcomes • Excellent administrative skills (including computer literacy and written reports with attention to detail) 	