## Position description

<table>
<thead>
<tr>
<th>Title</th>
<th>Microenterprise Coach – Aboriginal and Torres Strait Islander Coach</th>
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<tbody>
<tr>
<td>Reports to</td>
<td>Microenterprise Program Lead</td>
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<tr>
<td>Classification &amp; Salary</td>
<td>SCHCADS Level 5.1 $80,640 per annum (pro rata) + super. Salary packaging available</td>
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<tr>
<td>Employment Status</td>
<td>Part-time (15.2 hours per week), fixed term up to 30 June 2021</td>
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<tr>
<td>Primary Location</td>
<td>Good Money, Salisbury</td>
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<td>Date</td>
<td>June 2020</td>
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### Good Shepherd Australia New Zealand (GSANZ)

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

### Role Purpose

Good Shepherd Australia and New Zealand is piloting a microenterprise program for Aboriginal and Torres Strait Islanders in collaboration with state government funding partners. The Microenterprise Coach will provide 1:1 and group microenterprise coaching services to Aboriginal and Torres Strait Islander participants in our Adelaide based pilot program based in Salisbury; and to participants in other locations via teleconferencing.

LaunchME, initially piloted in South Australia, provides a range of complementary services to people on low incomes who are seeking to start or develop a microenterprise. We used human-centred design to create LaunchME as a wholly new innovation in microenterprise incubation. We are iterating on the success of this pilot in the design, development and implementation of three other LaunchME pilots in Victoria.

The key objective of the program is to support the establishment of sustainable microenterprises by program participants, leading to financial inclusion and self-reliance for disadvantaged members of our society.

### Key Responsibilities

1. **Help identify great people to be part of this program** – work with local Aboriginal and Torres Strait Islander stakeholders to identify potential participants in LaunchME, and determine whether applicants are eligible and suitable to participate

2. **Establish great relationships** – establish rapport with each participant, remaining mindful of their cultural identity, to enable great coaching experiences.
3. **Guide participants on their journey** – for each participant, establish a plan for their journey through the Program, encourage participants’ successful completion of the journey, and provide a supported exit to participants at program completion, or when appropriate

4. **Work with participants on business ideas** – support the ideation process that participants will undertake, individually or in small groups, to identify microenterprise opportunities to explore and develop

5. **Get a business plan down on paper** – provide direct coaching assistance to participants in the formulation of their Business Plan, either one-on-one or in small groups

6. **Refer participants to skill building opportunities** – skills development workshops for personal and business finance, and the running of a microenterprise; refer participants to appropriate service providers to address specific skills gaps

7. **Support participants to build a “pitch”** for their business idea that they can present at a Program “pitchfest”.

8. **Build a base of supporting business mentors** – establish a network of Adelaide business leaders and business owners who are willing and able to provide regular and industry-relevant mentoring to participants

9. **Create amazing partnerships** – establish and maintain a high-performing network of referring partners, service-provider partners, mentor partners, industry and government partners.

10. **Assist with LaunchME loan applications** – assist LaunchME participants to prepare LaunchME Loan applications for consideration by the Loans Assessor

Note: participants will be encouraged to engage in the coaching experience either online or in person, according to their preference and personal circumstances

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### Responsibilities of Good Shepherd Employees

**Strategy**
- Deliver service in line with team operational plan and Good Shepherd’s strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

**People**
- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd ‘s leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

**Clients**
- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

**Service Delivery and Operations**
- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

**Stakeholders**
- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

**Compliance**
- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

**Qualifications, Experience and Mandatory Requirements**
- Tertiary qualifications in Business, Commerce, Coaching or related desirable
- Experience providing coaching both one-on-one and in small groups
- Demonstrated experience working with Indigenous people on low incomes, and a willingness to listen and learn
- Experience setting up or running a small business
- A satisfactory Police Check
- A current Working with Children’s Check (WWCC)

**Key Selection Criteria**
1. Experience in a coaching role, either in microenterprise or another context, with clients with varying needs.
2. Experience working with people from Aboriginal and Torres Strait Islander backgrounds and/or may be of Aboriginal and Torres Strait Islander decent themselves
3. Experience setting up or running a business, or tertiary qualifications in Business Management.
4. Experience assisting people to gain employment.
5. Experience in developing business plans
6. Enthusiasm and passion for social justice and financial inclusion as well as alignment with Good Shepherd values.
7. Excellent communication skills.
8. Well developed financial literacy skills to support financial inclusion for participants.

**Values & Behaviours -** We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

- Value of each person
- Reconciliation
- Justice
- Zeal
- Audacity

**Additional information**
Employment is subject to:
- Relevant Qualifications/Registration Name
- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

The above requirements will need to be supplied and verified prior to commencement
**Work Health and Safety (WH&S):** All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

**Pre-existing injury:** The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Equal opportunity:** Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation’s policies and procedures.

**Child Safe Employer:** Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

**Cultural competency:** Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

**Salary packaging** is available to all employees.