



Good Shepherd
Australia New Zealand

Position description

Title	Firmer Foundations Capability Coach
Reports to	Program Manager Financial Capability
Direct Reports	Nil
Classification & Salary	SCHCADS Award Level 5.1(\$81,747.12 + super + salary packaging)
Employment Status	Part Time - 0.8FTE Fixed Term contract until June 2021
Primary Location	Marrickville, Sydney
Date	August 2020

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

The Firmer Foundations Capability Coach will support and work closely with the Program Manager, Manager, Financial Capability and other Good Shepherd colleagues to develop and deliver high quality services that build financial capability, with a strong focus on women and children.

The Firmer Foundations Capability Coach will provide service delivery and client-focussed service outcomes in line with GSANZ mission and values and funding body requirements.

This role implements, delivers, monitors, reports on and supports the evaluation of the Firmer Foundations program in Sydney. The incumbent will also facilitate workshops for staff internally.

The role will also contribute to the development of Good Shepherd financial security services and to broader GSANZ objectives.

Key Responsibilities

The Financial Capability Coach will:

- Provide professional development training to community sector workers across NSW and beyond, to improve the quality and effectiveness of financial conversations in a variety of community settings

- provide women with information, education, coaching, practical strategies and resources to build financial capability, including providing longer-term assistance to women with more complex financial issues
- facilitate group-based financial capability development, and work individually with women, to identify and coach them to address issues that impact on their economic security, long term goal setting and wellbeing.
- develop relationships with identified partners for co-delivery and input to the program as required.

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
<ul style="list-style-type: none"> • Minimum Diploma level qualifications in social work, community development, coaching, financial counselling and/ or community education • Certificate IV Training and Assessment or equivalent • A satisfactory Police Check • A current Working with Children's Check (WWCC) • A current Driver's License • Willingness to undertake additional training as required, and a commitment to personal and professional development • Behaviour consistent with GSA NZ mission, policies and values
Key Selection Criteria
<ol style="list-style-type: none"> 1. Experience working with women in or at risk of poverty, family violence, family breakdown or other women's capability building services 2. Experience in financial capability coaching or similar 3. Understanding of and experience in the provision of financial capability development 4. Experience facilitating group work and workshops 5. Excellent interpersonal, written and verbal communication, negotiation and advocacy skills 6. Demonstrated understanding of financial inclusion, capability and resilience
Values & Behaviours
<p>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.</p> <ul style="list-style-type: none"> • Value of each person • Reconciliation • Justice • Zeal • Audacity
Additional information
<p>Employment is subject to:</p> <ul style="list-style-type: none"> • 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 <p>The above requirements will need to be supplied and verified prior to commencement</p> <p>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.</p> <p>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.</p> <p>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.</p>

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.