

## Position description

<b>Title</b>	<b>Client Support Administrative Officer</b>
<b>Reports to</b>	Program Manager COVID NILS
<b>Classification &amp; Salary</b>	SCHCADS Level 4 (plus super and salary packaging)
<b>Employment Status</b>	Full time, Fixed term
<b>Primary Location</b>	Working from home
<b>Date</b>	January 2021

### **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 Project Manager will be responsible for overseeing and coordinating current and future projects, Good Shepherd employees are committed to inclusive practice that responds to the specific needs, context and circumstances of service participants. We embrace the diversity and intersectionality of individuals and recognise a person's right to a unique identity comprising culture, language, ability, community, gender, sex, sexual orientation and lived experience.

The COVID NILS team

This role will form a part of a broader team of skilled professionals working closely to deliver a holistic, multi-channel model of support across economic wellbeing, family violence and family services that is person centred and linked into community support services.

This National team will ensure that people who present with financial and personal disadvantage as a result of COVID 19 are supported and empowered to address immediate and longer term financial and personal risks and vulnerability.

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**As a Good Shepherd Client Support Administrative Officer, part of the COVID NIL's Team you will:**

- Take a client-directed approach; show empathy, develop trust, and assist a person to feel safe in order to provide support that assist the client to achieve financial relief through the Good Shepherd COVID NILS program.
- Be culturally sensitive and aware and adapt your practice to accommodate the diverse needs, background and identity of each individual; and where requested enable the client to have the support of an interpreter.
- Ensure clients feel heard and supported during each stage of their loan journey and make appropriate service and product recommendations.
- Always comply with GSANZ policy, procedures and practice.

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**Key Responsibilities**

- Execute administrative functions in line with established policies and training, which include issuing contracts, establishing repayment plans, loan draw down, disbursements, payment set up, loan variations and where authorised, loan write off.
- Be the client's ongoing contact, communicate through a variety of channels during their loan journey to ensure they have all relevant information regarding loans and repayment plans and obligations. Provide assistance where the client is experiencing difficulty repaying a loan by utilising established frameworks.
- Ensure client information is accurate, up to date and recorded in the relevant system; support manager with client and performance reporting. Other administrative tasks as directed.
- Review loan arrears, ensure follow up action in liaison with Manager/ Team Leader and report on arrears status.
- Complete daily bank reconciliation activities and monitor and maintain data integrity of relevant database.
- Engage with and collaborate with colleagues, other GSANZ services and the broader service sector to enable improved outcomes for clients.
- Provide administrative support related to new and emerging projects.
- Comply with GSANZ policy, procedures and practice and participate in GSANZ organisational activities

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**Responsibilities of Good Shepherd Employees****Strategy**

- Deliver service aligned 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
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- 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

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## **Qualifications, Experience and Mandatory Requirements**

- Certificate III in Community Services desirable
- 2+ years' experience in an administration/client support role
- Experience with loans systems or similar platforms
- Experience in the community sector, banking and retail, hospitality or a combination would be beneficial
- Knowledge of the financial and credit industries and community services system desirable
- Excellent time management skills
- A satisfactory Police Check
- A current Working with Children's 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

## **Competencies**

- Calm in a busy environment, thinks clearly – can manage multiple tasks professionally and discreetly
  - Can have inclusive, trauma informed, empathic, and supportive conversations that place the client's identity, needs and context at the centre.
  - Capacity to self-reflect and understand impact of own behaviour and words on others.
  - Can assist clients to complete more documentation and forms i.e. letters to creditors.
  - A knowledge of Legislation pertinent to credit and debt.
  - Skills in data entry, record management and documentation
  - A willingness to adapt to changes in the workplace to ensure improved outcomes for clients
  - Computer Literacy skills
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## Key Selection Criteria

1. Can take a client-directed approach; show empathy, develop trust, and assist a person to feel safe in order to achieve financial relief.
  2. Experience with loans processing and supporting clients to understand options and obligations; able to respond to all client enquiries, and ensure access to support such as interpreters where needed.
  3. Demonstrated experience in effective administration processes.
  4. Can build trust and influence good repayment practices.
  5. Experience in bank reconciliation, high level organisation and time management; strong attention to detail and knowledge of National Consumer Credit Protection and Privacy Acts, Debt Collection and other relevant guidelines.
  6. Demonstrated computer literacy skills, can use spreadsheets, databases and word processing applications and review and verify data.
  7. Ability to work under pressure, plan and prioritise, in a changing environment.
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## 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

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## 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.