

Position description

Title	Microenterprise Coach – East Gippsland
Reports to	Microenterprise Program Lead
Classification & Salary	SCHADS Level 5 (plus super and salary packaging)
Employment Status	Full time fixed term for 12 months
Primary Location	East Gippsland
Date	June 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

LaunchME is a program focused on creating economic opportunities for vulnerable communities by delivering business support and microfinance services to support the development of microenterprises, in Dandenong & Latrobe Valley. A key objective of the program is establishment of sustainable microenterprises by program participants, leading to financial inclusion and self-reliance for those facing barriers to economic and social inclusion.

LaunchME Victoria is an initiative of Good Shepherd Australia New Zealand (GSANZ), formerly Good Shepherd Microfinance, and the Victorian Department of Jobs, Precincts and Regions (DJPR). The program currently operates out of the Morwell Good Money Store (Latrobe Valley) and the Dandenong Good Money Store (Dandenong/Doveton) in Victoria or Working from Home as governed by Covid restrictions. The LaunchME program is now being extended to East Gippsland and North East Victoria.

The **Microenterprise coach** will play a critical role in supporting the LaunchME program in East Gippsland and North East Victoria.

Reporting to the Microenterprise program lead, the Microenterprise Coach will provide face to face or teleconference 1:1 and group microenterprise coaching to participants in our East Gippsland and North East Victoria based program. Working in partnership with various internal teams, community partners and utilising the established networks, the Microenterprise Coach will collaborate to achieve successful program outcomes.

Key Responsibilities

- **Help identify great people to be part of this program** – work with community stakeholders, Good Shepherd teams, local government, business associations and the small business support networks in the area to identify potential participants in LaunchME, and determine whether applicants are eligible and suitable to participate
- **Establish great relationships** – establish rapport with each participant, remaining mindful of their cultural identity and complex needs in a way that is respectful, appropriate, and professional in order to enable a great coaching experience.
- **Guide participants on their journey** – for each participant, establish a plan using the LaunchME checklist and roadmap 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
- **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
- **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
- **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
- **Support participants to build a “pitch”** for their business idea that they can present at appropriate occasions to grow their business
- **Build a base of supporting business mentors** – establish a network of business leaders and business owners who are willing and able to provide regular and industry-relevant mentoring to participants
- **Create amazing partnerships** – establish and maintain a high-performing network of referring partners, service-provider partners, mentor partners, industry and government partners.
- **Complete compliance requirements** meeting all reporting, budgeting, financial and legal requirements of the program
- **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

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 provided
 - Always maintain a client-centered approach to service delivery
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Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Comply with all existing Good Shepherd policies and 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 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) or state equivalent
- Proof of the right to work in Australia
- Full drivers licence and full comprehensive car insurance and a reliable car
- The incumbent will be required to travel to neighbouring communities, from time to time, to work with program participants and stakeholders
- In line with direction to travel for work purposes, the incumbent will be reimbursed for travel expenses
- The above requirements will need to be supplied and verified prior to commencement

Key Selection Criteria

1. Experience in a coaching role, either in microenterprise or another context, with clients with varying needs.
 2. Experience setting up or running a business, or tertiary qualifications in Business Management.
 3. Experience assisting people to gain employment.
 4. Experience in developing business plans, report writing, facilitation, advocacy, problem solving and negotiation skills
 5. Enthusiasm and passion for social justice and financial inclusion as well as alignment with Good Shepherd values.
 6. Excellent communication skills.
 7. Well developed financial literacy skills to support financial inclusion for participants.
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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

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.