

## Position description

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<b>23 Title</b>	<b>Good Money Manager - Community Engagement &amp; Service Delivery (Collingwood)</b>
<b>Reports to</b>	Good Money Operations Manager - Victoria
<b>Classification &amp; Salary</b>	SCHCADS Level 5 \$84,434 per annum (+ super and salary packaging)
<b>Employment Status</b>	Full time (38 hours per week), ongoing
<b>Primary Location</b>	Good Money Collingwood
<b>Closing Date</b>	23 July 2021. 5pm

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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.

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### **Role Purpose**

Good Money is a joint initiative of Good Shepherd, NAB and the Victorian Government, providing community finance products and services within a place-based model. These products and services aim to improve the wellbeing and social inclusion of people who are disadvantaged and on low incomes.

The Good Money Manager will lead a team to provide these community finance products (including No Interest Loans) and services in Collingwood and surrounding areas. This will include engaging with communities and organisations and building partnerships to increase the number of customers who are accessing Good Money services. The role also manages the smooth operation of the day-to-day running of the Collingwood site. The position will be required to excel in achieving targets, maintaining quality of products and customer service, and coach and support team members.

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## Key Responsibilities

- Identify and engage with communities and organisations to build partnerships that increase the number of customers who are accessing Good Money services.
- Monitor and identify the needs of and services available in the local community to ensure customers are referred to appropriate external supports as needed.
- Identifying current and future customer requirements by establishing rapport with potential and actual customers; identify and provide feedback on trends and emerging needs.
- Actively engage in marketing and promoting the Good Money products and services to the local community in line with the overall Good Money marketing plan
- Manage and support team members; motivate and develop team members through on-the-job coaching and support
- Ensure effective and high quality service to customers through coaching, training and monitoring of the team
- Provide direct customer service including the preparation of applications for community finance products, conducting one-on-one interviews with customers as part of the loan application process
- **Manage** the day-to-day running of the site; liaise with Property Team regarding site requirements
- Closely monitor site performance and implement strategies to achieve targets
- Meet site reporting requirements with a focus on timeliness and accuracy
- Assess loan applications, monitor and maintain the quality of the loan book

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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
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- 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

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

- Experience in a leadership role within the community services sector
- Relevant degree/diploma (community development, community services) or equivalent experience
- Experience in microfinance or loans landscape would be highly regarded
- Experience working with complex clients or customers would be highly regarded

Employment is subject to:

- 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

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### **Key Selection Criteria**

1. Experience engaging with communities and organisations to build effective partnerships
2. Experience managing, motivating and coaching a team in a busy environment
3. Demonstrated ability to engage with customers from diverse backgrounds and with complex needs and to deal with difficult customers in a calm and composed manner
4. Demonstrated ability to take accountability for achieving targets and Key Performance Indicators
5. Competent in computer skills, including Microsoft Office and use of customer databases, with an ability to pay attention to detail and follow procedures, processes and compliance requirements
6. Ability to work under pressure through effective planning and prioritizing and being flexible/ adaptive to change

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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.