



Good Shepherd

Australia New Zealand

Position description

Title	Project Lead – Financial Capability
Reports to	Program Manager, Financial Capability
Direct Reports	Yes
Classification & Salary	Level 7.1 \$100,262 (plus super and salary packaging)
Employment Status	Part Time 0.6–0.8 FTE, Fixed Term Contract (End date December 30, 2022)
Primary Location	Hybrid: Working From Home / Melbourne or Sydney
Date	31 st August 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, parenting programs and 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

Firmer Foundations is Good Shepherd's flagship financial capability program and is currently operating in NSW only. Firmer Foundations supports women to be more confident with their money through a strength based, trauma informed coaching program. The Project Lead, Firmer Foundations will take ownership of the Firmer Foundations program. The role will report through to the Program Manager Financial Capability and will have up to two direct reports.

We have expansion plans to extend the program into a multi-state program, supporting more clients and community sector workers with this financial capability coaching program. The role will lead this development by reviewing the existing co-design learnings of the program, prioritising and leading the development of the continuous improvement of the program and by working with internal and external stakeholders to secure longer term funding and position the program for future success.

Furthermore, the Project Lead will manage the current coaching team and will work cohesively within the Financial Capability Team and with other internal stakeholders at Good Shepherd.

Key Responsibilities

- Review the co-design learnings, together with the knowledge of the existing program and develop a comprehensive plan to position Firmer Foundations as a multi-state program;
- Prioritise the backlog of continuous improvement for the program, identify key activities that are required to be undertaken to support the development of the program;
- Work cohesively with internal stakeholders to package and promote a new Firmer Foundations program and identify key funding opportunities for the program;

- Ensure the program is informed by client voice and is client centred in its approach;
- Lead and engage a small team of current coach/es to deliver the current program in NSW and to support the development of the new program;
- In consultation with the Program Manager Financial Capability, develop and submit all required reports to the funding body as per the agreed timelines and contractual obligations;
- Develop and manage budgets allocated to the program and ensure that project milestones are being met to meet project requirements;
- Proactively manage project issues, risks, and opportunities as they arise within the program;
- Foster a dynamic culture of collaboration, innovation and agility within the team;
- Comply with all existing Good Shepherd policies and procedures.

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
- Maintain a client-centered 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

- Formal qualifications in project management, business or equivalent demonstrated experience of > 5 years
- Experience with financial capability programs is essential
- Experience within a not-for-profit organisation or working with not-for-profits is essential
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)

Key Selection Criteria

- Proven client centered program management, problem solving and negotiation skills
- Experienced leader having led teams in a collaborative, consultative and inspirational leadership style
- Demonstrated stakeholder management experience across concurrent work-streams or projects
- Demonstrated experience engaging with key stakeholders to achieve positive outcomes in the delivery of services within the social justice and financial inclusion space
- Proven experience in working effectively with community groups
- Excellent interpersonal, written and verbal communication skills
- Demonstrated knowledge and understanding of the challenges facing low-income Australians and commitment to promoting financial inclusion
- A proven understanding of factors that impact financial wellbeing
- Strong commitment to and ability to work collaboratively in a team, with both internal and external stakeholders
- Sound verbal and written communication skills and the ability to build effective relationships with people with participants and internal and external stakeholders

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:

- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

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.