

Position Description – NT Project Officer

Position Title:	NT Project Officer
Reports to:	SAFCA Chief Executive Officer
Tenure:	Contract until 30 June 2027
Probation:	6 months
Hours:	1.0 FTE (38 hours per week)
Remuneration:	As per contract

The Position

The SAFCA Northern Territory Project Officer (NTPO) will assist the SAFCA team in a range of projects and tasks, in addition to leading some projects and tasks that contribute to the work of the South Australian Financial Counsellors Association (SAFCA), as the peak body for financial counsellors in South Australia and the Northern Territory. The role aims to support financial counsellors and financial capability workers to achieve the best possible outcomes for people who are experiencing financial difficulty, and the financial counselling sector to adopt and maintain best practice by supporting SAFCA's advocacy, professional development and law reform objectives. While this role will mainly focus on NT member services, it will support all SAFCA members.

Accountability

- Act within the area of primary responsibility for this role at all times
- Ensure SAFCA achieves objectives and outcomes as per key performance indicators
- Undertake to work within the policy and procedural structures of SAFCA
- Manage all functions and activities in line with funding contracts efficiently and effectively
- Complete all delegated tasks satisfactorily and on time

Relationships

Internal

- This position reports to the Chief Executive Officer (CEO)
- The NTPO will work with the NT Steering Group as per its terms of reference
- Together with the Advocacy & Policy Officer, the NTPO will work with the Advocacy Advisory Group (AAG) as required
- Together with the Project Officer, the NTPO will work with the Membership and Compliance Committee
- The NTPO will liaise with and support the work of the SAFCA Chief Executive Officer, and other SAFCA staff, as needed
- The NTPO will have direct contact with SAFCA members.

External

- Financial Counselling Australia and other State Peak financial counselling bodies
- Relevant government and non- government agencies
- Guest speakers, trainers and others sourced to provide training and information to members
- Relevant financial counselling and financial capability stakeholders
- Others as required to meet the organisation's purpose.

Duties and Responsibilities

Membership

- Facilitate and coordinate NT networking meetings
- Coordinate NT Agency Manager meetings including preparing agendas, minutes, papers and follow up actions
- Coordinate and provide support for NT Steering Group meetings including preparing minutes, agendas, papers and follow up actions for meetings
- Follow up all member related enquiries for the NT
- Assist in the support of NT based Financial Wellbeing Hubs
- Assess new members and renewal and transition applications to ensure compliance with National Standards for Membership and Accreditation
- Manage SAFCA membership database and FCA Toolkit
- First point of contact for NT members regarding membership
- Process and assess new memberships, renewals and transitioning memberships
- Follow up outstanding NT memberships
- Maintain SAFCA website membership page and other webpages as required
- Provide communications to SAFCA members and stakeholders including those requested by CEO and/or board sub-committees
- Respond to incoming email enquiries.
- Provide back up support to prepare, collate and distribute a weekly newsletter for members based mostly on material provided by SAFCA staff and key stakeholders
- Assist in the preparation and sourcing of content for SAFCA social media pages, especially for the NT
- Assist in maintaining the SAFCA website including content updates, especially information relevant for the NT
- Provide back up for SA memberships when the person supporting SA members is unavailable.

Training

- Work with the SAFCA Training Manager (TM) to coordinate and provide training opportunities relevant for SAFCA members and professional supervisors, particularly members and professional supervisors working in the NT
- Assist in a range of activities in the planning of the SAFCA Annual Conference and other SAFCA events, including support for the Conference Committee when the PO is unavailable
- Coordinate an annual NT forum/event in collaboration with TM

Advocacy

- Provide systemic advocacy in consultation with the AAG and the NT Steering Group
- Provide follow up for required actions for the NT Steering Group, AAG, CEO and other committees as required
- Gather data and case studies from members, research and draft reports, submissions and communications on a range of issues relevant to financial counselling
- Assist the CEO to represent SAFCA and advocate for SAFCA policies in a variety of government and non-government forums
- Liaise with other key stakeholders regarding systemic advocacy issues
- Track key issues in selected policy areas in South Australia, Northern Territory and nationally, and alerting SAFCA to opportunities for strategic responses.

Projects/General

- Lead specific SAFCA projects as directed by the SAFCA CEO
- Assist in sustaining and strengthening relationships with agencies that employ SAFCA members

- Work closely with all members of the SAFCA Staff team on various projects as required
- Other related duties and project work as required

The NTPO will be consulted over major changes to their position description, however, duties and responsibilities may vary from time to time to maintain high standards of service delivery to SAFCA members.

Qualifications

- Minimum qualification: Diploma of Community Services or related tertiary qualification.

Essential Minimum Selection Criteria

- An understanding of the role of financial counsellors and the context in which they work
- Awareness of the social and economic issues impacting financial wellbeing in the NT
- Experience in managing a diverse workload
- Highly motivated to work individually to meet deadlines and deliver work of a high standard with minimal supervision
- Work collaboratively as part of a small team
- Commitment to SAFCA's vision and values
- Good interpersonal and organisational skills and an ability to relate to SAFCA members and key stakeholders
- Highly developed verbal, written communication and administration skills including minutes, reports, newsletter stories, and submission writing, and public presentation skills
- Highly developed interpersonal skills, including facilitation and negotiating skills and the ability to effectively consult and liaise with SAFCA members and others from industry, government and other NGOs
- Skills in the use of Microsoft suite of programs and learning new database systems
- Hold a current driver's license and have access to a vehicle (mileage reimbursed)
- Minimum qualification of Diploma of Community Services or related tertiary qualification.

Desirable Selection Criteria

- Understanding of the broader human services sector in SA and NT
- Experience in systemic advocacy
- Qualified financial counselling professional supervisor or meet the criteria to obtain the qualification

Special Conditions

The SAFCA NT Project Officer will be required to:

- Undertake a National Police Check
- Undertake a Working with Children Check
- Be willing to travel throughout SA and NT, or other states, as required
- Undertake training and professional development relevant to the position

Compliance

- Adhere to the Occupational Health and Safety Policy of SAFCA by ensuring you take reasonable care to protect your health and safety whilst at work and avoid adversely affecting the health and safety of any other staff member through any unsafe work practice or act of omission
- Comply with all other relevant legislation as detailed in SAFCA Policies and Procedures
- Comply with the Service Agreements of all funding and grant making bodies
- Comply with Professional Codes of Conduct