

Position description

Title	Financial Wellbeing and Family Violence Training Lead
Reports to	General Manager Training and Sector Capability
Classification & Salary	SCHADS Level 7 (plus super and salary packaging)
Employment Status	Maximum Term Contract Part time (0.8FTE) to 31 August 2027
Primary Location	Good Shepherd Marrickville
Date	June 2026

Good Shepherd Australia New Zealand (GSANZ)

Our 2023–2027 strategy outlines the world we want to see and our role in advancing it. We aspire for all women, girls, and families to be safe, well, strong, and connected. We strive for equity, dignity and social justice for women, girls and families by collaborating globally and acting locally, supporting our communities in Australia and New Zealand to thrive.

We want women, girls and families to live full and dignified lives, have dignified income and enjoy financial wellbeing. We aim to provide place-based, people-centred, holistic services while working at the system level to achieve bold and audacious reform. We currently offer microfinance programs and products, financial counselling and coaching, family and domestic violence support services, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and strong advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

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.

Role Purpose

The role of the Financial Wellbeing and Family Violence Training Lead is to create, develop and deliver a suite of financial health and wellbeing training modules, grounded in culturally responsive, trauma informed frameworks, for community sector workers. The modules bring together the intersection of family violence and financial health and wellbeing and provide practice guidance to support and upskill community sector workers to have a better understanding of what financial health and wellbeing is, the impacts of family violence on financial health and wellbeing, and how to practically support clients.

The aim of the program is to design and deliver a training suite that is impactful for community sector workers. As such, we are aiming for this training to be high quality, evidence informed, utilising a variety of mediums (learning platform, videos, discussions, activities etc), in an engaging way for participants. The training will support workers to build their skills and knowledge, while being held in supportive online learning sessions and face to face workshops. The program will also offer community sector workers access to self-paced LMS development modules.

This role will reside within the Training and Sector Capability team of the Good Shepherd Institute. The principal focus of the role is the training component of the Firmer Foundations program, Good Shepherd's flagship financial health and wellbeing program. There is some potential for the role to expand in future to support the broader GSI training suite. The other component of the Firmer Foundations program supports women to be more confident with their money through a strengths based, trauma informed coaching program. This role is not responsible for that component.

The Financial Wellbeing and Family Violence Training Lead will report to the General Manager Training and Sector Capability.

Key Responsibilities

As the Good Shepherd Financial Wellbeing and Family Violence Training Lead you will:

- Lead the design, development and continuous improvement of the Firmer Foundations training suite, applying advanced instructional design expertise, adult learning principles and evidence informed practice.
- Provide specialist practice leadership in the integration of financial wellbeing, family violence, trauma informed and culturally responsive approaches across all training content and delivery.
- Undertake training needs analysis and use learner, stakeholder and evaluation insights to inform program design, continuous improvement and capability development priorities.
- Lead engagement with lived experience advisers, with the Lived Experience and Inclusion Team, in line with Good Shepherd's Lived Experience Framework to ensure training packages are reflective of the strengths, needs and experiences of the communities we serve.
- Facilitate the delivery of high-quality training and professional learning experiences to diverse audiences, adapting content and approach to meet varying practice contexts and learning needs.
- Develop and maintain strategic partnerships and sector relationships across New South Wales to strengthen program reach, inform continuous improvement and support future growth and collaboration opportunities.
- Develop a communication strategy, with the marketing team, to promote the training suite and engage stakeholders.
- Develop, implement and oversee evaluation frameworks, measures and tools, in line with GSANZ's Impact and Learning Framework, and use insights to inform reporting, quality improvement and strategic decision making.
- Design, develop and maintain digital, blended and self-paced learning content, including LMS modules and other eLearning resources, to support accessible and engaging workforce learning.
- Manage project planning, program administration and budgets.
- Prepare and present high quality program reports and other reports as requested.
- Contribute specialist expertise to broader Training and Sector Capability projects and organisational initiatives as directed by the General Manager Training and Sector Capability or Executive General Manager, Good Shepherd Institute.

This role is not required to provide financial counselling, financial advice, or deal with complex financial or legal matters and will facilitate access to financial counsellors, legal and other services, if necessary.

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-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, behaviour's and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

1. Relevant tertiary qualifications in psychology, social work, financial counselling, family violence, education or a related discipline, or equivalent demonstrated experience.
2. Certificate IV in Workplace Training and Assessment or demonstrated equivalent experience in adult learning design and facilitation.
3. Substantial experience in financial health and wellbeing, financial hardship, financial coaching or related sector practice.
4. Substantial experience in the family violence sector, either direct practice, workforce development, training or related practice leadership.
5. Demonstrated experience in instructional design, including the application of adult learning principles, trauma informed practice and culturally responsive frameworks.
6. Experience in building LMS content and learning paths (desirable)
7. Proven extensive experience training diverse audiences
8. Ability to develop strong stakeholder networks across community services, peak bodies and government sectors

Key Selection Criteria

Essential

- At least 5 years' experience in leading the design and facilitation of high quality, engaging training and professional learning for diverse adult audiences, including online and face to face delivery.
- Demonstrated specialist knowledge of financial wellbeing, financial hardship and the barriers faced by low-income communities and experience applying this knowledge in client practice, program design, community services or sector capacity building contexts.
- Demonstrated specialist knowledge of family violence including financial abuse, and experience applying this knowledge in client practice, program design, community services or sector capacity building contexts.
- Proven expertise in instructional design and adult learning, including the ability to translate complex practice content into accessible, engaging and evidence-informed learning experiences.
- Demonstrated capability to design and deliver learning within trauma informed, culturally responsive and lived experience informed frameworks, with a commitment to inclusive and strengths-based practice.
- Proven ability to build and maintain effective relationships with internal and external stakeholders, including sector partners, subject matter experts and government.
- Highly developed written, verbal and interpersonal skills, including the ability to prepare professional reports and stakeholder communications.
- Demonstrated ability to work with a high degree of initiative, autonomy and professional judgement while managing competing priorities and delivering quality outcomes.

Desirable

- Experience designing and developing digital, blended and self-paced learning content within a learning management system, including LMS modules, learning pathways and e-learning resources.
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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 national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- You may be required to obtain particular vaccines or immunisations in order to perform the inherent requirements of this position. This includes but is not limited to the COVID-19 vaccine/immunisation

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.

Good Shepherd Australia New Zealand (GSANZ) respects the dignity of all people, draws strength from, and celebrates the diversity of our community. At GSANZ, we strive for an inclusive culture where Aboriginal and Torres Strait Islander people, people of all sexual orientations and gender expressions and identities, people with disability, and culturally and racially marginalised people feel safe and that they belong.