

Position Description

Position Title:	Financial Wellbeing Officer
Reports to:	Training Manager
Tenure:	Contract until June 30, 2029
Probation:	6 months
Hours:	0.9 FTE
Remuneration:	As per contract

The Position

The Financial Wellbeing Officer (FWO) will work with the SAFCA Team and Department of Human Services (DHS) funded Financial Wellbeing Program (FWP) providers, SAFCA members and the sector more broadly to address issues and build capacity in the financial wellbeing sector to support individuals, families and communities experiencing or at risk of financial hardship, including those facing barriers to accessing services.

Accountability

- Ensure SAFCA achieves objectives and outcomes as per key performance indicators set by SAFCA and funding organisations
- 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 to deadlines.

Relationships

Internal

- This position will report to the Training Manager (TM)
- The FWO will liaise with and work together with the SAFCA TM, CEO and all other SAFCA staff, as required
- The FWO will have direct contact with SAFCA members.

External

The FWO will work with:

- Department of Human Services (DHS) and agencies funded by DHS to run the FWP in SA
- With SAFCA as the Capacity Building Partner (CBP), work with the Financial Wellbeing Advisory Group (FWAG) plus the Multicultural CBP, and the Aboriginal CBP for the FWP
- Relevant managers of agencies employing financial counsellors, financial capability workers, emergency assistance staff/volunteers
- Guest speakers, trainers and others sourced to provide training and information in relation to the FWP and other activities undertaken by SAFCA
- Other relevant government and non- government agencies and key stakeholders
- Others as required to meet the organisation's vision and the requirements of the role and contract.

Key Duties and Responsibilities

- Maintain regular engagement with CBPs and service providers, facilitating communication and information sharing to support a coordinated approach to service planning and delivery
- Enable effective, consistent, and culturally responsive service delivery by supporting FWP providers and facilitating collaboration across partner organisations

- Informed by feedback, identify capability gaps and develop practical tools and resources to support financial wellbeing (FW) service delivery
- Work in partnership with Multicultural and Aboriginal CBPs to ensure that capacity building activities incorporate culturally appropriate approaches and reflect the needs of diverse communities
- Establish and facilitate Communities of Practice and regional networking meetings to support collaboration, peer learning and continuous improvement across the sector
- Coordinate and facilitate the Financial Wellbeing Advisory Group (FWAG) including preparing meeting agendas, coordinating participation, documenting discussions and tracking agreed actions
- Ensure that FWAG supports the identification of priorities, emerging risks and opportunities for improvement, and that outcomes are communicated across the sector
- Foster system-level thinking across the FW sector. This includes facilitating structured discussions that bring together diverse perspectives from service providers and CBPs
- Maintain strong and ongoing engagement with FW service providers and stakeholders to understand their experiences, needs and priorities
- Administration and monitoring of the Flexible Funding Program with support of the SAFCA Finance Officer
- Working with other CBPs, support the coordination and implementation of system-level supports to improve accessibility and service capability across the FWP through coordination of interpreting, translation and training supports
- Support a culture of continuous improvement for the FWP
- Arrange/coordinate/facilitate training and support to FWP service providers and SAFCA members to build capacity and offer professional development opportunities
- Work with the TM to provide support for training in professional supervision and other professional supervision initiatives
- Support the evaluation of projects as required
- Provide timely and consistent feedback, including written reports, to the SAFCA TM, CEO and funders, as required
- Work closely with all members of the SAFCA Staff team on various projects as required
- Other related duties and project work as required.

Qualifications

- Minimum qualification: Diploma of Financial Counselling

Essential Minimum Selection Criteria

- An understanding of financial wellbeing and awareness of the social and economic issues impacting financial wellbeing in SA
- Knowledge of the work of financial counsellors and emergency assistance staff/volunteers and the context in which they work
- Experience in managing a diverse workload
- Sound judgement, initiative, and problem-solving skills with the ability 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, facilitation, consultation and organisational skills
- Ability to build relationships and relate to FWP providers, SAFCA members and key stakeholders
- Strong written and verbal communication skills, including the ability to prepare agendas, minutes, papers, reports, stakeholder communications, and submissions

- Ability to use feedback and data to inform planning, reporting, and service improvement
- Public presentation skills
- Skills in the use of Microsoft suite of programs and willingness to learn new database systems
- Hold a current driver's license and have access to a vehicle (mileage reimbursed)
- Minimum qualification of Diploma of Community Services, financial counselling

Desirable Selection Criteria

- Understanding of the broader human services sector in SA
- Certificate IV in Training and Assessment
- Experience as a professional financial counsellor supervisor, or meet the criteria and be willing to undertake the training
- Experience in grant management

Special Conditions

The FWO will be required to:

- Undertake a National Police Check
- Undertake a Working with Children Check
- Be willing to travel throughout SA as required, with possible occasional interstate travel
- 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 and SAFCA policies and procedures
- Comply with the Service Agreements of all funding and grant making bodies
- Comply with Professional Codes of Conduct.