



## JOB DESCRIPTION

<b>TITLE OF POSITION:</b>	<b>Financial Capability Worker</b>
<b>CLASSIFICATION LEVEL:</b>	<b>LC Level 3 (<i>Salary Packaging is available</i> )</b>
<b>PROGRAM:</b>	<b>Financial Capability &amp; Wellbeing Program</b>

### OVERVIEW

Lutheran Care (LC) provides community services on behalf of the Lutheran Church in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and support. Current programs include emergency relief, financial counselling, family support and education, foster care, housing and family shelter, and refugee services. LC is committed to reducing barriers encouraging inclusion and participation in the community of people with a disability, people of all ages, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI) people and people from Culturally and Linguistically Diverse (CALD) backgrounds. Lutheran Care supports a gender inclusive work environment and adheres to White Ribbon workplace practices.

In Central Australia, Lutheran Care (LC) operates a Financial Services Hub which provides a financial literacy program, emergency relief and financial counselling to Alice Springs, including town camps and remote communities within the Central Australian service area.

### ROLE SUMMARY

The Trainer/Mentor will help people to make informed choices about their financial position, build longer-term capabilities to budget and manage their money and provide emergency relief to clients in need.

### REPORTING RELATIONSHIPS AND ACCOUNTABILITY

This position reports to the Community Development Officer and/or Manager Financial Services

### SPECIAL CONDITIONS

Any offer of employment is subject to;

- A satisfactory National Criminal History Record Check (NCHRC) and a current Ochre Card for working with children and youth
- Holding a current and unrestricted NT Driver's Licence
- Undertaking extensive travel throughout Central Australia with overnight stays in a range of accommodation. Some travel may require driving a 4WD vehicle alone over large distances

## CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	LC STAFF RESPONSIBILITIES AND DUTIES:
<b>Lutheran Care Culture</b>	<ul style="list-style-type: none"> <li>▪ Model ethical behaviour and practice consistent with the Christian ethos of Lutheran Care as outlined in the Code of Conduct and stated values.</li> <li>▪ Adhere to and support LC's policies and procedures.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>▪ Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner.</li> <li>▪ Support Lutheran Care's senior management team's decisions and ensure that those instructions are carried out.</li> <li>▪ Alert the program manager to any emerging issues and critical incidents that may affect upon the growth, stability and sustainability of the relevant program/work area(s).</li> <li>▪ Attend and actively participate in regular team meetings and forums as required.</li> <li>▪ Report to the supervisor as required.</li> </ul>
<b>Work Health and Safety</b>	<ul style="list-style-type: none"> <li>▪ Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment.</li> <li>▪ Promote and adhere to LC's Work Health and Safety guidelines.</li> <li>▪ Use safe practice if working alone.</li> </ul>
<b>Administration and Documentation</b>	<ul style="list-style-type: none"> <li>▪ Maintain records of activities as required for accountability purposes.</li> <li>▪ Work within established or negotiated financial and time constraints.</li> <li>▪ Manage resources and risks efficiently and effectively.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>▪ Contribute to the delivery of high quality services.</li> <li>▪ Understand and support continuous quality improvement in Lutheran Care.</li> <li>▪ Participate in professional development opportunities as negotiated with LC.</li> </ul>

## CORE BEHAVIOURS/RESPONSIBILITIES

ROLE:	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
<b>Remote travel</b>	<ul style="list-style-type: none"> <li>▪ Travel by 4WD to remote communities both individually and with others to provide the Financial Capability &amp; Wellbeing Program.</li> <li>▪ Travel with other agencies and service providers when required.</li> <li>▪ Stay overnight in identified facilities in remote locations for up to a week.</li> </ul>
<b>Support and mentor participants in Financial Literacy and Wellbeing.</b>	<ul style="list-style-type: none"> <li>▪ Provide one on one budget support to individuals to coach clients in financial literacy. Determine the client's financial situation and assess their needs.</li> <li>▪ Work with eligible others to present non-accredited community education workshops on financial literacy to resource and equip participants with money management skills.</li> <li>▪ Encourage clients to stay motivated and monitor their progress.</li> <li>▪ Assist families at risk of homelessness to manage their finances and household expenses to retain their accommodation</li> <li>▪ Monitor and review Case/Action Plans with clients to support and encourage greater self-reliance.</li> </ul>
<b>Referral of clients</b>	<ul style="list-style-type: none"> <li>▪ Ensure clients are referred to appropriate support services.</li> <li>▪ Maintain an up to date contacts list of referral sources.</li> <li>▪ Actively follow up incoming referrals to meet client needs and improve overall wellbeing.</li> </ul>
<b>Emergency Relief</b>	<ul style="list-style-type: none"> <li>▪ Provide emergency relief (ER) services for clients who present in crisis.</li> <li>▪ Assist with maintaining supplies for ER program.</li> <li>▪ Deliver a client-centred and strengths based service.</li> <li>▪ Participate and take responsibility for the duties specified within the ER roster.</li> <li>▪ Provide an early intervention and prevention service through appropriate referrals and by linking clients to other services such as financial counselling, family support services, counselling, etc.</li> <li>▪ Arrange follow up appointments.</li> <li>▪ Seek feedback from the client to ensure that the service provided is client-centred and appropriate to their needs.</li> <li>▪ Develop community initiatives to assist clients to develop skills and reduce poverty through connections with other people and community organisations.</li> </ul>

<b>Networking and advocacy</b>	<ul style="list-style-type: none"> <li>▪ Work with the team to create links with various Indigenous communities.</li> <li>▪ In consultation with the team, take into account the local requirements for the presentation of material to be culturally relevant.</li> <li>▪ Be involved in local partnerships and networks with relevant agencies, financial services and local organisations.</li> <li>▪ Develop and maintain links with both local and remote Government and non-Government agencies to enable positive referral pathways for clients.</li> </ul>
<b>Keep records</b>	<ul style="list-style-type: none"> <li>▪ Collect data needed for reporting purposes as requested by the manager.</li> <li>▪ Ensure that data is kept confidential.</li> <li>▪ Input data into databases as required.</li> <li>▪ Attend to filing of records when required.</li> <li>▪ Ensure all required documentation is completed in a timely manner.</li> </ul>
<b>Professional development</b>	<ul style="list-style-type: none"> <li>▪ Participate in training on budgeting and financial literacy and other training as required by LC.</li> <li>▪ Attend accredited training as required by the department to fulfil contractual obligations.</li> <li>▪ Participate in further personal development as discussed with the program manager.</li> </ul>

## **PERSON SPECIFICATION**

### **REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES**

- Ability to work within the vision and values of Lutheran Care.
- Certificate III (or above) in Community Services or equivalent or willingness to complete. In addition, the Financial Literacy Education Skill Set must be completed: CHCFLE301A; CHCFLE302A; CHCFLE303A
- Ability to link with and work within Indigenous communities.
- An understanding of Central Australian Indigenous culture.
- An understanding of financial issues as they relate to household budgets.
- High level of communication skills (listening, verbal and written).
- Work within a team environment.
- Ability to be flexible and adapt training material to the person and situation.

- Willingness to travel throughout Central Australia, with some overnight stays in a range of accommodation types.
- Ability to handle all enquiries with diplomacy, tact, empathy and strict confidentiality.
- Work within a non-judgmental framework.
- Build and maintain networks with Government and non-Government agencies

**ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL**

- Experience at working within a community and/or not-for-profit organisation.
- Experience at working within Indigenous communities.
- First Aid Certification.
- Experience /certificate of training in driving a four wheel drive vehicle.

Employee: \_\_\_\_\_ Witness: \_\_\_\_\_ Date: \_\_\_\_\_