

Job Description

Job Title:	Financial Capability Worker
Ref No:	OP722
Portfolio:	Community & Housing
Service Stream:	Community Services
Program:	Community Financial Services
Reports to:	Manager, Community Financial Services
Classification:	Social & Community Work Stream Level 3
Date:	July 2015

Job Purpose

To deliver financial literacy initiatives to disadvantaged and vulnerable individuals, families and communities along with providing support in achieving positive financial outcomes, independence, building financial resilience and promoting social inclusion and well-being.

Key Result Areas**Service Delivery**

- Respond to individuals' specific financial circumstances by providing information, knowledge based support and appropriate referrals.
- Implement assessments, referrals and interventions which contribute to demonstrable high quality outcomes in accordance with agreed standards.
- Advocate and/or negotiate on behalf of clients.
- Develop, implement and promote community engagement programs
- Develop training in culturally appropriate basic financial literacy, budgeting and financial wellbeing
- Improve people's confidence in accessing financial counselling services and other financial wellbeing initiatives.

Continuous Improvement

- Actively participate in local forums and networks and liaise with other service agencies to develop cooperative working relationships.
- Identify new directions and strategies for more effective service delivery, within an integrated services context.
- Actively participate in and contribute to quality improvement programs and other service activities to meet Service/Accreditation Standards.
- Attend staff meetings, individual program plan meetings, staff training and other meetings as required.
- Actively participate in supervision and attend training and development opportunities as required.

Administration

- Collect and record information and data for group work and community education activities.
- Collect and record accurate client and service data output and outcomes information.
- Actively participate in and facilitate meetings as required.
- Maintain all records in accordance with AnglicareSA policies, statute legislation and as directed by management.
- Provide timely and accurate monthly written reports on activities and outcomes.
- Actively participate in planning and evaluation processes.

Work Health and Safety (WH&S)

- Ensure own action or lack of action does not place own safety or that of others at risk. Use prescribed personal protective equipment.
- Assist in the evaluation of hazards and immediately report any accidents or near misses.

Specific Job Requirements

- You will be required to travel to other AnglicareSA sites on a regular basis.
- You will require a current driver's licence and a certified roadworthy vehicle that is registered and has a minimum third party property insurance. In return, you will receive a mileage reimbursement.
- You will require a current driver's licence.
- You will have a mandatory requirement to report any suspicion of abuse or neglect of children or young people to the Department of Education and Child Development (DECD), Child Abuse Report Line (CARL) as required by the South Australian Child Protection Legislation.

Standard Job Requirements (all staff)

- Embrace and integrate AnglicareSA's Vision, Purpose and Values into your role.
- Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses.
- Conform with AnglicareSA's conditions of employment, Code of Conduct, Standards of Practice and Behaviour, Confidentiality and Fair Treatment policies and other Human Resources, Work Health and Safety (particularly AnglicareSA's "no lift" and manual handling) and organisational policies and procedures.
- Adhere to legislative requirements applicable to the role, including and not limited to the Work Health and Safety Act and the EEO Act.
- Perform all allocated duties within classification and work at other AnglicareSA sites if required.
- To be physically and mentally capable and report to work in a fit state to perform all duties.
- Must provide evidence of Australian residency or current working VISA.
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities.

☒ **CrimTrac National Police History Check**

☒ **DCSI Child-Related Employment Screening**

Person Specification

Qualifications

- Certificate 3 in Community Services or equivalent recognised training
- Certificate 4 in Training and Assessment and/or relevant tertiary qualifications would be an advantage.
- Diploma in Financial Counselling and/or relevant tertiary qualifications would be an advantage.

Demonstrable Requirements / Selection Criteria

Service Delivery

- Demonstrated ability to identify and prioritise financial issues and options for clients.
- Demonstrated ability to identify and implement appropriate interventions, referral pathways and strategies for clients.
- Proven ability to collate and disseminate accurate and relevant financial material and resources for clients.
- Proven ability to impart skills and knowledge to community members, staff and service providers
- Proven ability in facilitation/coaching and/or group work skills to deliver financial literacy education program
- Proven ability to be flexible, solution focused and to value diversity and difference using a range of models and approaches
- Experience delivering social or financial inclusion programs.
- Proven experience and ability to work with people from diverse backgrounds and experiences.

Continuous Improvement

- Proven ability to implement evaluation mechanisms, to value other's perspectives and give and receive constructive feedback
- Proven ability to work under general direction and exercise high degree of autonomy
- Demonstrable commitment to professional development and seeking out opportunities to improve systems and practises
- Demonstrates commitment to ensuring quality services are delivered to both internal and external customers through continuous improvement practices.

Administrative

- Proven ability to prioritise and perform multiple tasks and be responsible for own workload and meet deadlines and output requirements.
- Proven ability to be able to prepare and maintain accurate and confidential records.
- Proven ability to prioritise multiple tasks, to be responsible for own workload and to meet deadlines.
- Demonstrable IT competency on Microsoft Office suite of programs, Outlook and Internet at least at intermediate levels.
- Proven ability to record client and program information clearly, accurately and promptly both manually and electronically and prepare reports for agencies on services provided and outcomes / outputs achieved
- Proven ability to build constructive relationships, work in partnership and manage conflict with colleagues, community members, key stakeholders and local service providers.
- Demonstrable ability in communication and interpersonal skills to be able to relate to and be well accepted by participants, family and other service personnel, including those from different cultural backgrounds.

WH&S

- WH&S knowledge and skills suitable for the position.

Cultural Fit

Work within a team environment in accordance with AnglicareSA values.

Competencies

The competencies below reflect requirements for this position. They may be used as part of the selection process when recruiting for the position and for performance reviews.

General Competencies - All Positions

Job Type	Team Member
Living the AnglicareSA Values	Display the values in undertaking their duties.
Cultural Respect of Aboriginal Peoples	Respectfully engage and respond to the needs and aspirations of Aboriginal people and communities.
Valuing Diversity (race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political affiliation etc.)	Demonstrate acceptance, respect and appreciation of individual differences.
Work Health, Safety and Environmental Awareness	Follow WHS&E policies and procedures.
Teamwork and Cooperation	Support the team and work cooperatively as a team member.
Communication	Actively engaging in communication activities whilst undertaking their duties.

AnglicareSA Vision

Justice, respect and fullness of life for all.

AnglicareSA Purpose

AnglicareSA, on behalf of the Anglican Church, expresses God's love for individuals, families and communities by:

- Making a positive difference to quality of life.
- Responding to needs and issues in ways which enhance and protect dignity and integrity.
- Promoting social justice.

AnglicareSA Values

- **Integrity**
We act honestly and ethically and ensure accountability to those we service and work with.
- **Compassion**
We respond with sensitivity and empathy to the needs, ability and aspirations of the people we work with and the communities we serve and work with.
- **Stewardship**
We are custodians of the resources entrusted to us for current and future service, building the capability of those we serve and those we work with, to ensure the sustainability, quality and effectiveness of our services.
- **Equity**
We affirm the importance of diversity and inclusion in our workplace and the community. We will demonstrate fairness in our workplace. We will promote personal, social and economic change to enable those customers in the most difficult circumstances to flourish.
- **Servant Leadership**
We place the needs of others first to enable them to grow. We empower, accept responsibility, and understand our role is to enable, encourage and support.

ACCEPTANCE/AUTHORISATION

Jobholder Signature: Date

Print Jobholder Name:

General Manager, Community and Housing: 

Date: 