

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>NILS Coordinator</b>
<b>Location:</b>	<b>Fyans Road, Geelong</b>
<b>Reporting to:</b>	<b>General Manager – Service Development</b>
<b>Direct Reports:</b>	<b>NILS Assistant, NILS volunteers</b>
<b>Hours</b>	<b>20 hours per week, preferably worked across 5 days (Mon-Fri)</b>

### ORGANISATIONAL CONTEXT

#### Our Vision

The Society aspires to be recognised as a caring Catholic charity offering ‘a hand up’ to people in need. We do this by respecting their dignity, sharing our hope, and encouraging them to take control of their own destiny.

#### Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

#### Our Values

- **Commitment:** Loyalty in service to our mission, vision and values
- **Compassion:** Welcoming and serving all with understanding and without judgement
- **Respect:** Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- **Integrity:** Promoting, maintaining and adhering to our mission, vision and values
- **Empathy:** Establishing relationships based on respect, trust, friendship and perception
- **Advocacy:** Working to transform the causes of poverty and challenging the causes of human injustice
- **Courage:** Encouraging spiritual growth, welcoming innovation and giving hope for the future

#### Our Services

The St Vincent de Paul Society’s members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated ‘members’; all who volunteer their time to undertake a range of community support activities at a local level (‘conference’), semi-regional level (‘regional’), regional level (‘central’), and state level (‘state’). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.

## PURPOSE OF ROLE

Vinnies NILS provides small loans with no interest or charges to allow people on low/limited incomes to purchase essential goods and services. This position is pivotal to providing a strong financial/Coordination framework for the successful operation of the Society' NILS Programme. The NILS Coordinator will manage the operations of the No Interest Loans Scheme for the organisation under the guidance and management of the General Manager- Service Development and the Chair of Vinnies NILS Programme.

The coordinator will support members and volunteers to be effective in their responses to the most disadvantaged in our communities.

## KEY ACCOUNTABILITIES

Key Accountability	Deliverables
<b>Contribute to the organisational culture</b>	<ul style="list-style-type: none"> <li>• Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society's values are incorporated into all aspects of the performance of the role</li> <li>• Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace</li> <li>• Positively contribute to and influence organisational culture</li> <li>• Actively participate in activities that develop your personal and professional skills, knowledge and experience</li> <li>• Regularly attend and actively participate in all team / divisional and organisational meetings</li> <li>• Contribute to developing a culture of continuous improvement and respond positively to change</li> </ul>
<b>Operations Co-ordination</b>	<ul style="list-style-type: none"> <li>• Ensure detailed processes in are in place to assess, approve, submit and manage loan provision and repayment in accordance with NILS, Good Shepherd, NAB and SVDP policies and guidelines.</li> <li>• Maintain all information as required by Good Shepherd Microfinance in the loan management system including information regarding loan disbursements, monitoring and managing loan repayments;</li> <li>• Maintain and monitor contractual targets of the NILS service</li> <li>• Maintain regular communication and links to all internal and external stakeholders</li> <li>• Ensure good processes are in place to recruit, coordinate and support NILS volunteers including training and development</li> <li>• Create an environment of continuous improvement in programs and services, including processes for review, evaluation and the application of demonstrated best practice.</li> <li>• Develop the organisational capacity to accept loans from the Society's Conferences state wide.</li> <li>• Develop a wide spread referral base for loan referrals not restricted to Society operations.</li> </ul>
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Develop and maintain volunteer base both within Geelong and offsite locations</li> <li>• Accept loan applications and assess applications according to criteria within 1 or 2 business days of receipt</li> </ul>

	<ul style="list-style-type: none"> <li>• Use the loan management system to administer loan disbursement, monitor, manage loan repayments and maintain good quality data</li> <li>• Arrange loan repayments through Centrepay, direct debit or direct credit</li> <li>• Contact clients in a timely manner, including when repayments are missed to offer relevant complementary support services/referrals where appropriate and identify and re-establish a repayment plan;</li> <li>• Report to Good Shepherd Microfinance on required activities and use of funds</li> </ul>
<b>Safety - Staff</b>	<ul style="list-style-type: none"> <li>• Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions</li> <li>• Identify and report hazards within 24 hours of them occurring on the incident reporting system</li> <li>• Manage day to day risks in line with policy and procedures</li> </ul>
<b>People Management</b>	<ul style="list-style-type: none"> <li>• Ensure volunteers are supported with planned and ad hoc training and assistance</li> <li>• Provide line management support to the NILS assistant</li> <li>• Act in a professional, responsive and collaborative manner towards customer and team relations;</li> <li>• Establish and maintain strong stakeholder relationships with Society staff as well as other key stakeholders;</li> <li>• Participate in meetings with internal and external stakeholders.</li> </ul>

#### POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
General Manager – Service Development	Internal	Direct reporting, provision of information and support
Chair Vinnies NILS	Internal	Day-to-day provision of information and support
SVDP Finance Team members	Internal	Provision of information and support
Committee of Management Vinnies NILS	Internal	Direction, reporting, support and guidance as required
Other SVDP Staff, members and volunteers	Internal	Work with all staff and provide exemplary customer service and pro-active communication
Good Shepherd Microfinance	External	Reporting requirements.
National Australia Bank	External	Dealing with the NILS Programme's Bankers

## **DELEGATIONS OF AUTHORITY**

You will be required to work within the Delegations of Authority Policy.

## **KEY REQUIREMENTS**

### **Qualifications**

- Certificate IV or Tertiary Qualification in finance, accounting or bookkeeping.

### **Skills**

- Demonstrated experience in preparing and managing financial reporting and reconciliations
- Well-developed administrative skills
- Strong written and verbal communication skills
- Well-developed analytical and numeracy skills

### **Knowledge / Experience**

- Good time management and ability to work without supervision
- Ability to critically review and develop processes
- Excellent computer skills including Microsoft suite of products and ability to use custom software.
- Good facilitation, problem solving and negotiation skills
- Ability to work constructively and collaboratively with volunteers as well as key stakeholders
- Demonstrated experience in marketing and promotion – including social media (preferred).
- Understanding of client confidentiality
- Demonstrated knowledge and understanding of the credit needs of low income consumers and commitment to promoting financial inclusion
- Experience with a loan management or financial system would be advantageous
- Awareness of the principles of microfinance
- Experience and involvement in the Community Sector with agencies, service organisations or clubs (preferred)

### **Attributes**

- Behaves in an ethical and professional manner at all times
- Ability to work both independently and as part of a larger team
- Ability to form relationships within various parts of the organisation
- Ability to set priorities and work within timeframes and deadlines
- Attention to detail, strong focus on accuracy and ability to analyse figures
- Ability to make considered decisions and solve complex problems
- A client-focused approach to service delivery typified by the ability to quickly establish professional credibility and rapport with a range of stakeholders and communicate financial information to a non-financial audience in a way that they can understand.
- Well-developed communication and relationship management skills together with the ability to develop and maintain collaborative working relationships with a broad range of stakeholders.
- Awareness of, and ability to work within, the ethos of the Society.

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.