

Vinnies NILs Client Support Officer

Position Description

Directorate:	Membership, Volunteers and Regional Operations
Reports to:	Manager, Membership Programs
Direct reports:	Nil
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	The Vinnies No Interest Loans (NILs) provide small loans to people on low incomes to buy essential goods and services without any fees, charges or interest payments during the loan cycle. The NILs Client Support Officer is responsible for the promotion of NILs, and performs client support activities that will result in the submitted application of a NILs loan. The NILS Client Support Officer will support the Central Councils in the recruitment, training and co-ordination of members and volunteers to provide client support services to the program for the purpose of extending the reach of NILs.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Membership, Volunteer and Regional Operations directorate. The teams within the directorate and their functions are:

Member and Youth Experience: this team is responsible for state-wide membership strategy and engagement; member recruitment and onboarding; Conference support; youth and schools' strategy and engagement; and learning and development needs identification.

Membership Programs: this team is responsible for state-wide program management and will support local delivery of membership programs, services and assistance and other emerging programs and projects, including information systems that will support the programs.

Volunteer Experience: this team is responsible for state-wide volunteer strategy and engagement; volunteer recruitment and onboarding (including compliance); and learning and development needs identification.

Regional Operations: this team is responsible for local implementation of conference engagement; member engagement; volunteer engagement; WE CARE process; regional leadership; community engagement; community needs analysis; and enabling functions coordination.

Accountabilities and responsibilities

The Vinnies NILs Client Support Officer will:

Direct Client Support

- Respond to NILS enquiries in an efficient and timely manner
- Send out loan application packs
- Perform NILS loan interviews using myNILSapp, in accordance with approved policies and procedures
- Maintain records in accordance with policies and procedures of Good Shepherd Microfinance and the Society
- Maintain client confidence by keeping loan information confidential
- Maintain working relationship with the loan management team

Promoting the Program

- Increase the reach of Vinnies NILs using various methods including collaboration with other local service providers
- Initiate activities to promote Vinnies NILs to increase referrals to the service
- Build referral networks to other services

Champion Vinnies NILs Volunteering

- Promote and facilitate the recruitment of volunteers to provide client support services
- Support the training of volunteers
- Support the co-ordination of volunteers

General

- Attend and contribute to staff, department and other meetings as required
- Commit to professional development and best practice
- Adhere to all WHS policies and procedures and work within the Society's Code of Conduct
- Build and maintain a good working relationships with NILs stakeholders
- Other duties as required from time-to-time

Critical Key Performance Indicators (KPIs)

- Compile comprehensive Vinnies NILS loan applications for assessment within the targeted 24-48 hours turnaround
- Meet monthly loan approval targets
- Respond to clients and appointments within the required timeframes
- Provide required feedback and/or report on time

Key working relationships

In addition to the Manager Membership Programs and their direct reports, the NILs Client Support Officer will foster close working relationships with:

- Regional Directors and their staff (Membership, Volunteers and Regional Operations);
- Conference members;
- Other NILs Providers

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

Level 1

- **'People we serve' centric:** (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

Role-specific criteria

- Minimum 3 years customer service experience in banking or finance related role
- Proven ability to analyse and interpret financial data
- Proficient in Microsoft Excel and Word
- Proficient communicator and listener
- Excellent relationship building skills – able to connect with people from diverse backgrounds
- Demonstrated understanding of the credit needs of people on low incomes, and a commitment to promoting financial inclusion
- Demonstrated experience working with volunteers – recruitment, training and co-ordination
- Willing to undergo a Working with Children and National Police Check
- Aligned to the ethos and mission of the St Vincent de Paul Society
- Class C drivers licence

Desirable criteria

- Understanding of the Not for Profit sector
- Experience with the microfinance sector