

Position Description

Position Title:	Financial Resilience Worker
Position Type:	Permanent Part Time Position 30 hours per week (Fixed Term Contract until November 2023)
Service Area:	Business Services
Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 Level 4
Reporting To:	Business Support Team Leader
Issue Date:	August 2022

The Organisation

Prospect Community Services Ltd. is a non-profit organisation managed by a Board of enthusiastic, community minded people. The organisation endeavours to identify, promote and develop the interests and needs of the Charters Towers community through the provision of a diverse range of programs and services.

Position Purpose

The position of Financial Resilience Worker is to work with individuals and families who are experiencing financial vulnerability, hardship or crisis to build their capacity to change their situations with information, emergency relief, access to No Interest Loans, financial literacy, education and advocacy.

Position Responsibilities

- Assess a person's presenting financial, personal and any other relevant circumstances; provide information and options, agree and obtain client consent for referrals.
- Accept referrals, engage individuals and families in undertaking assessments and plan appropriate interventions for support.
- Provide the service response based on the needs of the client. Extending from early intervention to crisis support and from financial conversations to financial counselling, including assistance to access the No Interest Loans Scheme (NILS).
- Help clients build skills to avoid or resolve financial difficulties and strengthen their capacity to manage their money.
- Provide information and support access to grants, benefits, utilities relief, rent support relief and other measures to resolve and alleviate financial stress.
- Promote financial resilience and ensure clients have access to financial literacy through a range of educational, developmental and support services.
- Develop and maintain relationships with community groups and other services to enable early intervention and appropriate referral pathways.
- Provide financial capability development programs through one on one budgeting support and through facilitation of group training.
- Collect and enter client information into the relevant systems and share information as appropriate.
- Record and maintain detailed and accurate records and data to support monitoring, reporting and evaluation.
- Consult, refer and collaborate with other team members, including financial counselling and financial well-being peers and the broader service sector to support client goals.
- Consult, learn and implement new ways of working and quickly adopt new systems and processes to improve client outcomes.
- Develop constructive & collaborative relationships with community stakeholders.
- Work closely and in collaboration with other Prospect Community Services programs.

Other Duties

- Participating in quality improvement processes.
- Implementing Prospect Community Services Ltd.'s work health and safety risk management processes.
- Complying with all related legislation, regulations, standards, codes, guidelines, and quality frameworks.
- Adhering to Prospect Community Services Ltd. policies, procedures, and guidelines.
- Performing designated tasks and duties as rostered, and undertaking such other reasonable tasks and duties as instructed by Prospect Community Services Ltd.

Key Selection Criteria

Skills and Attributes

- Sound knowledge of administrative systems and procedures, and proficiency with office technology i.e. Microsoft Office.
- Demonstrated ability to work effectively with a team in a fast-paced environment.
- Demonstrated experience working on a 1:1 or group basis with clients to build financial capability skills, knowledge and self-efficiency with the objective of developing behaviours consistent with improved financial wellbeing
- Demonstrated understanding of social justice and financial capability building concepts
- High quality group facilitation skills
- Excellent interpersonal, written and verbal communication, negotiation and advocacy skills
- Demonstrated capacity to maintain timely and accurate records
- Commitment to personal and professional development
- Completion of:
CHCEDU005 – work with clients to identify financial literacy education needs
CHCEDU006 – educate clients in fundamental financial literacy skills
CHCEDU007 – provide group education on consumer credit and debt
Units to be completed within 6 months of starting the role.

Qualifications/Experience

- Previous experience working in local Neighbourhood Centre/Community Centre or in a similar role is well regarded.
- Having a qualification within the community sector is desirable.

Mandatory Requirements

- Current Queensland Driver Licence.
- Possession of, or eligibility to obtain, a current, valid Blue Card Positive Notice (Working with Children check).
- Possession of, or eligibility to obtain, a current NDIS Worker Screening Prescribed Notice (Criminal History screening)
- Ability to pass a drug and alcohol screening.



Note

It is not the intention of this Position Description to limit the scope, responsibilities, or accountabilities of the position but to highlight its key aspects. These aspects may be altered in accordance with the changing requirements of the role.

Certification

Employee

I hereby acknowledge that I have read, understood, and agree to comply with this Position Description. I accept all position requirements, including its responsibilities and key performance indicators which may be altered in accordance with the changing requirements of the role.

_____	_____	_____
Name	Signature	Date

Direct Supervisor

I certify that this Position Description is an accurate representation of the current requirements of the role.

_____	_____	_____	_____
Name	Position	Signature	Date