

Financial Capability Worker

Position Description

Reporting to:	Team Leader	Work location:	Various Gulf locations
Department:	54 reasons	Budget holder:	No
Team:	Gulf Financial Wellbeing program	Direct reports:	Nil

About 54 reasons

54 reasons is Australia's leading child rights organisation, proudly part of the Save the Children Australia Group and global movement. We're here to make sure that everyone understands their rights. So that children and young people have their rights met and thrive, in all their diversity.

We champion the children, young people and families we work with. We are inspired by the curiosity and creativity of children, and motivated by the love of those who care for them. With the child's voice at the centre, we provide quality services to children and their caregivers, advocating with them so that children develop, learn, and are connected, safe and confident.

Our people are proudly local, and as diverse as the communities we serve - in every state and territory, and across regions, remote areas and capital cities. Our operations and services span the early years and school engagement, youth justice, domestic and family violence and family support, and our practice is grounded in child rights and participation.

From our 54 Reasons Practice Framework to our culture where you will feel valued, belong and make a difference for children, 54 Reasons is truly a place you will **learn and grow**. Find out more about *Our Promise* to Children and Young People and how our Practice and Impact measurement team works to ensure the provision of high quality, contemporary and inspiring service, practise and outcomes that meet and exceed client needs. [Our Approach – 54 reasons](#)

Here you'll make a difference

At Save the Children Australia, we attract bright and big-hearted people who are inspired to make a difference. Together, we are fearless in our pursuit of making lasting change for the children and communities who need it most.

Role Purpose

The Financial Capability Worker is responsible for engaging individuals, families and communities to increase their financial literacy and money management skills through the provision of information, education and support. The role works with clients who want to improve their money management skills or are recovering from financial difficulty, and helps by providing information, money management skills and coaching to empower them to make better decisions and build financial resilience. The role works closely with the Team Leader to identify when a referral for formal financial counselling is required.

Role duties include:

- Delivery of financial literacy information, education and support
- Providing ongoing budgeting and saving support to individuals
- Help in accessing utility or telco hardship programs, and government concessions
- Help in accessing services e.g. filling in forms
- Information about financial rights

The Financial Capability Worker works with clients one-on-one and through the provision of group workshops to deliver education on household budgeting, money loans, home ownership and tenancy, managing paperwork, banking and consumer awareness. They are responsible for accurately recording program data and maintaining a high level of client confidentiality.

Here your skills will be valued

Role requirements

- Undertake face to face service delivery with clients including:
 - Determining current and desired financial situation of clients
 - Developing client budgeting skills and financial literacy
 - Encouraging clients to stay motivated and monitor progress
 - Dealing with family relations & responsibility issues in a culturally appropriate manner
- Deliver workshops to communities and target groups
- Promote Money Management services to target group
- Maintain client confidentiality
- Develop local partnerships and networks
- Understand consumer rights and help consumers be aware of their rights, and assist clients with third parties on consumer rights issues, referring to legal and financial services as necessary
- Use and maintain client records in electronic and hard copy format
- Collect data on clients and enter into database/record keeping tools
- Participate in training on budgeting and financial literacy, and any other training deemed appropriate by 54 reasons
- Participate in personal development through the Financial Management Resource Support Unit
- Undertake personal development through research, networking and identifying training needs and opportunities
- Share learnings with clients, other staff, and greater Money Management network

Health, safety, security and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied

Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with the [Child Safeguarding Policy](#) & [Code of Conduct](#)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes

All roles at Save the Children contribute to our impact for children

At Save the Children and 54 reasons, every role, whether in our programs or support services, plays a vital part in our impact for children. We are committed to creating a positive impact on the lives of children and their communities, and we value the contributions of every team member in achieving this vision.

Here you'll belong

It takes all types of people to do the challenging work we do. Here are some of the specific skills and experiences you'll bring to this role:

Essential knowledge or experience

- Demonstrated experience working with the Aboriginal and Torres Strait Islander community in culturally appropriate ways
- Ability to identify with and be supportive of the purpose, policies and procedures of 54 reasons

- Highly developed verbal and written communication, negotiation and advocacy skills
- Ability to liaise with a diverse range of people, stakeholders and customers
- Strong commitment to providing high levels of customer service (to both internal and external stakeholders)
- Initiative, flexibility and ability to work independently as well as in a team, within a changing environment
- High levels of self-motivation and initiative, including ownership and accountability for one's work
- High levels of confidentiality and integrity (relating to both data and verbal communication)
- Strong computer skills
- High quality group facilitation skills
- Demonstrated capacity to maintain timely and accurate records
- Demonstrated understanding of the community sector
- Willingness to provide outreach, including one-on-one support and workshop or group delivery across the catchment area
- Willingness to undertake training in financial literacy education

Required qualifications and/or accreditations

- Certificate III in Financial Literacy, Community Services or similar qualification, or willingness to undertake

Additional Information

- Any offer of employment at 54 reasons will be subject to a satisfactory National Police Record Check and, where required, a Working with Children Check
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- 54 reasons is an Equal Opportunity Employer

Driver's Licence:	Preferred	Travel:	Minimal required
Working with Children Check:	Required	Assets:	Laptop/phone