

Position description

Title	Team Leader Financial Counselling and Capability Services
Reports to	National Program Manager Corporate Referrals & Financial Hardship
Classification & Salary	SCHADS Level 7, (plus super and salary packaging)
Employment Status	Maximum Term Contract Full Time (1 FTE)
Work Location	Good Shepherd sites and/or co-locations sites
Date	September 2026

Good Shepherd Australia New Zealand (GSANZ)

Our 2023–2027 strategy outlines the world we want to see and our role in advancing it. We aspire for all women, girls, and families to be safe, well, strong, and connected. We strive for equity, dignity and social justice for women, girls and families by collaborating globally and acting locally, supporting our communities in Australia and New Zealand to thrive.

We want women, girls and families to live full and dignified lives, have dignified income and enjoy financial wellbeing. We aim to provide place-based, people-centred, holistic services while working at the system level to achieve bold and audacious reform. We currently offer microfinance programs and products, financial counselling and coaching, family and domestic violence support services, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and strong advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Good Shepherd employees are committed to inclusive practice that responds to the specific needs, context, and circumstances of service participants. We embrace the diversity and intersectionality of individuals and recognise a person's right to a unique identity comprising culture, language, ability, community, gender, sex, sexual orientation and lived experience.

To advance the GSANZ Strategic Plan, the Ecosystem Enablement Group partners with government, corporate and philanthropic organisations to improve clients' financial wellbeing. We deliver integrated, multidisciplinary and person-centred services online and in person. We reach further with our impact by partnering with a national network of community and corporate partners to improve financial wellbeing outcomes.

Role Purpose

This role leads the Financial Counselling and Capability Team within Good Shepherd's National Financial Counselling programs, operating as part of the Service Navigation Platform within the Ecosystem Enablement group.

The role is responsible for delivering high-quality, client-centred services across a range of cohorts, including victim survivors of family and domestic violence, and people impacted by gambling harm.

The Team Leader is accountable for the effective operational leadership of the service, including oversight of intake, triage, allocation and service delivery, ensuring timely, equitable and responsive access for clients.

The role provides strategic and professional leadership to Financial Counsellors and Financial Capability Workers delivering phone-based and in-person services, with accountability for workforce performance, supervision, capability development and consistent practice standards. Through expert guidance, reflective supervision and evidence-informed decision-making, the position builds a high-performing, multidisciplinary workforce and embeds a culture of professional accountability, continuous learning, critical reflection and service excellence.

Working within funding and partner agreements, the role supports the delivery of quality services and contractual outcomes through effective team leadership, performance monitoring and practice oversight. The position contributes to performance reporting, identifies and responds to operational risks, and collaborates on service improvement initiatives that strengthen client outcomes and support Good Shepherd's broader strategic objectives.

The role requires collaboration across internal teams and external partners, with a focus on strengthening service delivery, improving client outcomes and supporting organisational priorities. Attendance at relevant organisational activities is expected, along with full compliance with Good Shepherd's policies, procedures and Code of Conduct.

Key Responsibilities

- Lead the Financial Counselling and Capability Team, to empower women, children and families, consistent with Good Shepherd's mission, service strategic plan and relevant partner and funding agreements.
- Provide high quality leadership through promoting open communication, teamwork and effective delegation.
- Provide expert practice leadership on complex financial counselling, financial abuse and family violence matters, including oversight of high-risk cases, ethical decision-making and application of relevant statutory and professional frameworks.
- Contribute to the design, implementation and evaluation of service models, practice frameworks, policies, procedures and quality-assurance systems that support safe, consistent, effective and compliant national service delivery.
- Provide reflective and effective supervision, alongside learning and development opportunities, to enable Financial Counsellors and Financial Capability Workers to further develop their skills.
- Ensure professional supervision standards are maintained in line with the registration requirements for Financial Counsellors.

- Oversee end-to-end service delivery, including intake, triage and allocation processes, ensuring timely, equitable and client-centred access to services.
- Lead the development and continuous improvement of processes and procedures to support efficient, consistent and compliant service delivery.
- Ensure services are delivered in line with funding and partner agreements, with capacity to directly contribute to service delivery where required to achieve targets.
- Ensure quality, client-centred outcomes aligned with client needs and Good Shepherd practice frameworks.
- Contribute to the management of contractual and partner obligations, support funding and service reviews, and provide practice and operational insights on deliverability, risk, performance and opportunities for service growth.
- Monitor performance data and contractual requirements to ensure compliance, and identify trends to inform continuous improvement and service growth.
- Work alongside employees to support understanding and implementation of Good Shepherd policies and procedures.
- Other duties consistent with the position as required.

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

- Demonstrated leadership experience within a community services environment delivering financial counselling and financial capability services.
- Diploma of Financial Counselling and current registration and membership in accordance with relevant state-based requirements.
- Minimum 5 years' experience in financial counselling.
- Demonstrated understanding of family violence, including financial abuse, and practice experience applying trauma-informed, statutory risk frameworks.

Desirable Skills, Qualifications and Attributes

- Experience operating within corporate-funded or partnership-based service delivery models, including hybrid funding models and complex performance and reporting environments.
- Demonstrated experience managing complex intake, triage and allocation functions within a high-volume client service environment, including the application of sound professional judgement to manage demand, risk, service capacity, equity of access and timely client responses.
- Substantial experience providing professional leadership to geographically dispersed teams of financial counsellors across multiple jurisdictions, with accountability for workforce performance, supervision, capability development, consistent practice standards and effective national service delivery.
- Demonstrated experience designing, implementing and continuously improving service delivery processes, procedures and workflows to support service quality, efficiency, compliance and positive client outcomes.
- Strong understanding of funding agreements, performance reporting and contract compliance requirements.
- Experience using client management systems and data insights to inform service delivery, performance monitoring and continuous improvement

Key Selection Criteria

1. Demonstrated sound technical knowledge and application of Financial Counselling and financial capability practice, including complex casework and ethical decision-making.
2. Proven leadership experience within financial counselling or a related community services setting, including leading multidisciplinary, geographically dispersed teams and improving service performance.
3. Demonstrated ability to collaboratively engage with a diverse range of stakeholders, including internal teams, partners and community networks.
4. Strong capability to build and sustain effective partnerships that enhance client outcomes and support organisational objectives.
5. Demonstrated experience in workforce management, including recruitment, supervision, performance development, and managing individual and team KPIs.
6. Proven ability to deliver against program targets and implement strategies to improve service delivery, access and client outcomes.

7. Demonstrated capability in using client management systems and data to oversee service delivery, monitor performance, and support quality practice.
8. Highly developed written, organisational, interpersonal and communication skills, with the ability to engage effectively across a range of audiences.

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia.
- You may be required to obtain particular vaccines or immunisations in order to perform the inherent requirements of this position. This Includes but Is not limited to the COVID-19 vaccine/Immunisation

The above requirements will need to be supplied and verified prior to commencement.

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.

Good Shepherd Australia New Zealand (GSANZ) respects the dignity of all people, draws strength from, and celebrates the diversity of our community. At GSANZ, we strive for an inclusive culture where Aboriginal and Torres Strait Islander people, people of all sexual orientations and gender expressions and identities, people with disability, and culturally and racially marginalised people feel safe and that they belong.