

Position description

Title	Financial Resilience Worker
Reports to	Community Hub Coordinator
Classification	SCHADS Level 4
Employment Status	Full-time maximum-term contract until 30 September 2027, with possible extension
Primary Location	Southport or Cairns Expectation to work on location at GSA NZ or community-based service five days per week
Date	September 2026

Good Shepherd Australia New Zealand (GSA NZ)

Our strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

This role is part of the Good Money team, which provides brief and early intervention and prevention support. Good Money forms part of a broader continuum of services that participants may need when they engage with us.

Financial Resilience Workers identify a participant's presenting needs and connect them with financial and material assistance to help alleviate financial stress and hardship.

Using a financial conversation approach, together with trauma-informed and strengths-based practice, the role supports participants experiencing financial vulnerability or hardship. It responds to each participant's circumstances and helps build financial capability and resilience within the community.

Good Money takes a no wrong door approach, responding to each participant's needs through place-based, wraparound support. No Interest Loans are one of a range of products and supports available, alongside connections to relevant internal, external and specialist services.

This role does not provide financial counselling or financial advice and does not manage complex financial or legal matters.

Key Responsibilities

- Use a financial conversation approach to understand each participant's financial, personal and broader circumstances, provide support from early intervention through to crisis response, and help strengthen their financial capability and resilience.
- Build participants' financial capability through practical budgeting support, financial literacy education and group-based learning.
- Provide information and practical support to access appropriate financial and material assistance, including grants, benefits, utility relief, rent support and No Interest Loans, based on each participant's circumstances and goals.
- Apply a no wrong door approach by connecting participants, with their consent, to relevant internal, external and specialist services as part of place-based, wraparound support. This may include community, food relief, housing and homelessness, employment, mental health, domestic and family violence, legal and financial counselling services.
- Consult and collaborate with team members, community organisations and other service providers to strengthen early intervention and local referral pathways.
- Record and maintain detailed and accurate records and data to support monitoring, reporting, and evaluation.

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

Participants

- Deliver best practice, participant-centred services in line with agreed goals and program requirements
- Seek feedback from participants, stakeholders and peers to reflect on and improve service delivery and own practice
- Maintain a participant-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 participants
- 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

- Diploma in Community Services or a related discipline, or equivalent demonstrated experience
- Desirable:
 - CHCFLE301A – Work with clients needing financial literacy education
 - CHCFLE302A – Educate clients in fundamental financial literacy skills
 - CHCFLE303A – Educate clients to understand debt and consumer credit
- A satisfactory Police Check
- A current Employee Working with Children's Check (WWCC).

Key Selection Criteria

1. Demonstrated experience supporting participants, individually or in groups, to build financial capability, knowledge, confidence and behaviours that improve financial wellbeing
2. Demonstrated ability to work flexibly and respectfully with people from diverse cultural, social and economic backgrounds, including people experiencing disability, health concerns, caring responsibilities or barriers to accessing services
3. Demonstrated understanding of a trauma-informed approach, including family violence and economic abuse, and principles of social justice
4. Strong commitment to and capacity for teamwork, collaboration, and networking
5. Clear and effective communication, negotiation, and advocacy skills
6. Demonstrated digital literacy and ability to maintain timely, accurate case notes and service data
7. Commitment to supervision and professional development.

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:

- Proof of the right to work in Australia
- Any vaccinations or immunisations required to perform the inherent requirements of the position

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.