

Position description

Title	Financial Resilience Worker
Reports to	Senior Financial Resilience Worker
Classification	SCHADS Level 4
Employment Status	Part-time (0.8FTE)
Primary Location	Brisbane Expectation to work on location at GSA NZ or community-based service
Date	May 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.

About Queensland Financial Resilience Program (QFRP)

GSA NZ has been funded by the Queensland Government to deliver a financial resilience and wellbeing program across Queensland, and to work in conjunction Neighbourhood Centres Qld (NCQ), and other community partners.

This partnership model brings strong operational capability to deliver place-based integrated financial resilience and wellbeing services into communities. It allows service users to access the program, at the right time and in the right place, and for local communities to respond to local needs.

Program includes:

- A needs-based financial resilience response with wrap-around support for service users at any stage of their financial journey, through early intervention, crisis, and recovery

- An integrated service model to meet the service user where they are by delivering financial wellbeing services in the community, with engagement including financial conversations, budgeting, financial literacy education, NILS, and access to financial counselling.
- GSA NZ uses a 'no wrong door' approach to accessing financial resilience programs through multiple channels including the place-based social infrastructure of NCCs, Good Shepherd's Good Money Stores, and via web and phone modalities
- The program takes a "total capacity" view across the priority areas of delivery with capacity diverted to areas where demand cannot be met

Role Purpose

Financial Resilience Workers provide frontline support to service users by identifying presenting needs and facilitating access to financial and material assistance to help alleviate financial stress and hardship.

Using a *financial conversation* approach and applying trauma-informed and strengths-based practice, the role supports individuals and communities experiencing financial vulnerability, hardship or crisis. This includes addressing immediate financial situations, building financial capability, and increasing access to financial literacy within communities.

The role also assists service users to prepare applications for financial assistance, including the No Interest Loans Scheme (NILS), facilitates referrals to financial counsellors, legal and other relevant services, and connects clients with specialist supports to address intersecting vulnerabilities such as mental health concerns, homelessness, and domestic and family violence.

This role forms part of the Queensland Financial Resilience Program team and does not provide financial counselling, financial advice, or manage complex financial or legal matters.

Key Responsibilities

- Develop a service response based on the needs of the service user which may extend from early intervention to crisis support, and from financial conversations to financial counselling.
- Assess service users circumstances to build skills, confidence, and capacity to manage financial wellbeing by providing budgeting support and facilitating access to financial literacy education through individual and group-based activities.
- Willingness and adaptability in working across a range of service environments, including co-location within Neighbourhood Centres and partner organisations, to support effective, place-based delivery of program outcomes.
- Support access to practical financial assistance, including grants, concessions, utilities and rental relief, and assistance with applications to the No-Interest Loans Scheme (NILS), to help alleviate financial stress.
- Facilitate strengths-based referral coordination and service connections, recognising and building on each client's capabilities, resources, and goals, and linking them to appropriate internal and external supports for assistance related to financial wellbeing.
- Consult and collaborate with team members and colleagues, and contribute to the development and maintenance of strong, relevant referral pathways to support early intervention and effective service responses.

- Maintain accurate and timely client records and program data and contribute observations on emerging client trends or issues to support monitoring, reporting and service improvement.

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 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 (Linked to contract)
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Engage effectively with and across the 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

- Experience appropriate to the role
- A commitment to ongoing learning and development
- A satisfactory Police Check
- A current Employee Working with Children's Check (WWCC).

Key Selection Criteria

1. Demonstrated experience working with individuals or groups to build financial capability skills, knowledge and self-efficacy with the objective of developing behaviours consistent with improved financial wellbeing and resilience

2. Demonstrated capacity to work flexibly and respectfully with a diverse range of people, including people with cultural, gendered, social and economically diverse backgrounds, who experience health concerns or disabilities, carers and people who may not have previously accessed a community service
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 computer literacy to maintain and record timely, accurate & comprehensive case notes and ongoing development and service improvement
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:

- Relevant Qualifications
- 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

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.