

Position description

Title	FIH Practitioner
Reports to	FIH Team Leader
Classification & Salary	SCHCADS Level 5.1, \$107,689.23 (plus super and salary packaging)
Employment Status	Fixed Term Position, Full Time (1 FTE)
Work Location	Metro Perth Location/Relevant Good Shepherd Office
Date	June 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.

Role Purpose

The Financial Independence Hub (FIH) is an integrated, multidisciplinary recovery model that brings together family violence expertise, financial wellbeing, financial counselling and coaching, therapeutic support and coordinated service navigation to help people who have experienced financial abuse move from crisis to longer-term safety, stability and independence. FIH is trauma-informed, strengths-based, culturally responsive and designed around a "no wrong door" approach.

As FIH enters its next phase of growth, the model is being scaled through a disciplined mix of direct delivery and partner delivery, with national coordination, place-based and outreach responses, co-location where relevant, digital access, and strong quality assurance, governance and evidence processes.

The role of FIH Practitioner is to work alongside participants to address their unique challenges faced by victim survivors of financial abuse, empowering them with the knowledge and support needed to navigate financial wellbeing and recovery goals and connection to practical, therapeutic and financial supports.

The FIH Practitioner provides in person, phone and online tailored individualized case support, advocacy, service coordination and referral for participants experiencing financial abuse and intersecting impacts of family violence. The role is central to the “no wrong door” approach and works in close collaboration with other FIH disciplines and partner organizations to deliver integrated, trauma-informed and culturally responsive support.

This role also involves facilitating various community engagement strategies as well as the delivery of Financial Wellbeing Groups supporting victim survivors of financial abuse to build confidence to manage their money, understand their money habits, enhance their budgeting skills, explore income and education options and increase their knowledge, including rights and entitlements.

Key Responsibilities

- Respond to phone, email, digital and face-to-face enquiries from participants and referral agencies in a timely and trauma-informed way.
- Undertake risk, needs and safety assessments and develop participant-led plans that are regularly reviewed and adapted over time.
- Provide case coordination, advocacy and practical support to address intersecting issues including family violence, housing, income, legal needs, service navigation and financial recovery.
- Work collaboratively with FIH financial counsellors, financial wellbeing coaches and therapeutic practitioners to develop coordinated and integrated responses.
- Use consent-based information sharing and warm referral processes to reduce re-traumatisation and improve continuity of care.
- Deliver support flexibly through office-based, outreach, co-located, virtual and community-based modalities in line with participant need and service accessibility.
- Facilitate a range of community engagement activities with organizations and community to increase the physical presence and visibility of FIH in priority areas.
- Facilitate or co-facilitate financial wellbeing groups and other psychoeducational, capability-building or recovery-oriented activities as required.
- Support participants to identify goals, exercise choice and participate actively in decision-making and planning.
- Contribute to multidisciplinary case reviews, reflective practice, outcome monitoring and continuous improvement activities.
- Contribute to the promotion of FIH including delivering presentations, workshops and webinars remotely and in person.
- Maintain accurate records and data, and ensure compliance with privacy, consent, information sharing and Child Safe Standards requirements.
- Perform other duties 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

- Tertiary qualifications in Social Work, Psychology, Community Development, Community Services, Financial Capability, Financial Counselling or equivalent.
- Demonstrated understanding of family violence principles including risk assessment and safety planning, including the ability to assess and respond to the risk and impact of family violence.
- Current Drivers License and access to a car.
- A satisfactory Police Check
- A current Employee Working with Children's Check (WWCC)
- Capacity to work flexible hours if needed

Key Selection Criteria

- Training and experience in working with people who have experienced family violence.
- Experience facilitating groups for victim survivors of financial abuse or related cohorts.
- Demonstrated capacity to work effectively within a multidisciplinary team and to adapt to service reform, growth and new delivery modalities.
- Demonstrated ability to manage time and competing priorities, take initiative, exercise sound professional judgment and work independently.
- Ability to build positive and effective relationships with key stakeholders.
- Demonstrated professional work ethic with proven ability to be reliable, punctual and flexible.
- Experience using motivational interviewing or similar engagement techniques is desirable.

Family Violence Minimum Mandatory Qualifications under Recommendation 209

As per the minimum mandatory qualifications requirements via <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners> :

All candidates wishing to apply for this role must be able to demonstrate that they:

- Are considered EXEMPT under the policy
OR
- Hold a Bachelor of Social Work or other equivalent qualification
OR
- Have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements.
OR
- Hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways

Please note that candidates wishing to enter the specialist family violence workforce via a related qualification or 5 years related professional experience pathway, OR the significant cultural knowledge and experience or lived experience pathways will be required to work towards an equivalent qualification within specified timeframes (as per the mandatory minimum qualifications policy). If you believe these pathways may apply to you and would like more information, please don't hesitate to contact recruitment@goodshep.org.au to discuss this further.

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.