Good Shepherd
Australia New Zealand

Position description

Title	**Financial Wellbeing Coach**
Reports to	**FIH Team Leader**
Classification & Salary	**SCHADS Level 5.1, $107,689.23 (plus super and salary packaging)**
Employment Status	**Maximum Term Contract, Full Time (1 FTE)**
Work Location	**Paramatta location/ Relevant Good Shepherd Office**
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.

Role Purpose

The Financial Independence Hub (FIH) supports people who are seeking financial wellbeing and recovery who have experienced financial abuse. The Financial Wellbeing Coach provides crucial support to individuals who have experienced financial abuse and other forms of financial control, as part of their recovery journey. This role involves offering personalized financial coaching, guiding victims of family violence through financial challenges, and helping them regain financial independence, stability, and confidence. The coach will work collaboratively with other community services, legal professionals, and other support teams to create a comprehensive recovery plan tailored to each individual's needs.

The FIH service model will operate a hub-and-spoke outreach that enables integrated and embedded service delivery in areas of greatest impact. As part of the impact-oriented team, you will support the efficient and effective delivery of both human-facing service delivery in the designated locations of high need, and virtually as part of the national team supporting clients from across Australia.

Key Responsibilities

- Coordinate and deliver one-on-one financial coaching to build financial wellbeing and protect participants' finances from further abuse.
- Use participant-directed practices that show respect for the expertise of people with lived experience of financial abuse.
- Explore goal-setting with a confidence-building and behavioural change approach in conjunction with skills and knowledge strengthening.
- With participants, develop a personalised financial roadmap that defines their goals, and identifies the actions to achieve the goals. Act as an accountability partner to review progress.
- Deliver services in a modality and from a location that meets the needs of the participant. This may include by phone, video, or in person, and engaging services such as interpreters.
- Facilitate a range of community engagement activities with organizations and community to increase the physical presence and visibility of FIH in priority areas including Perth
- Recognise financial risk factors and, in collaboration with the FIH Practitioner, facilitate referrals to specialised financial service providers such as financial counsellors, financial planners, and community legal services. Attend these meetings as required.
- Facilitate exploratory coaching conversations with participants to establish their needs and eligibility for funding/loans to support their financial independence goals. This may include the no interest loan product.
- Lead conversations through a trauma-informed and strengths based lens.
- Link client in with other services internally and externally to GSANZ to ensure a holistic service response.
- Prepare reports and other written documentation such as minutes, housing, and funding applications, correspondence etc. to meet professional standards.
- Contribute to the promotion of FIH including delivering FIH presentations, workshops and webinars remotely and in person.
- Facilitating Financial Wellbeing Groups to victim survivors of financial abuse
- Ensure high quality, accurate record keeping.
- Ensure that consultation with other services complies with privacy, consent and information sharing requirements.
- Use culturally sensitive practice. Adapt practice to support the diverse needs, background and identity of each individual respectfully and professionally.
- Demonstrate a compliance to the Child Safe Standards.
- 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 qualification in Social Work, Psychology, Community Development, Community Services, Financial Capability, Financial Counselling or equivalent.
- Strong experience delivering financial wellbeing/coaching services.
- Training and experience in working with clients who have experienced 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

- Experience in coaching conversation, coaching tools and client-directed approaches to goal achievement
- Experience and understanding of domestic and family violence including financial abuse - people with a personal or professional understanding of the experience of financial abuse, domestic and family violence are strongly encouraged to apply
- Fluent in Mandarin, Tamil or Korean would be highly desirable
- Experience working with diverse groups and cultures, and understanding of intersectionality
- Experience in facilitating effective community engagement activities
- Experience in the application of trauma informed practice
- Excellent communication, organisational and interpersonal skills, including an ability to quickly build rapport
- Experience in community services, financial capability, financial counselling or similar.
- Experience in facilitating groups to victim survivors of financial abuse.
- Demonstrated capacity to work effectively within a multi-disciplinary team and to adapt to dynamic sector reforms
- Demonstrated ability to manage time and competing priorities, to take initiative, exercise sound professional judgment and to 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

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.

Work Location – the incumbent will be required to work from the relevant GSANZ office (in the State) and be available to deliver services through an outreach model, from community and other partner sites in the designated locations. It is envisaged that work locations will require travel to increase the FIH program reach and involve weekly or fortnightly rotations co-locating in community and other aligned organisations.