

Position description

Title	Financial Capability Worker
Reports to	National Financial Wellbeing Specialist
Classification & Salary	SCHADS Level 4 (plus super and salary packaging)
Employment Status	Max Term Part time 0.6 – 0.8
Work Location	Two roles in NSW: Good Shepherd’s Marrickville office in metropolitan Sydney and in regional NSW within a partner organisation in one of the following areas: Coffs Harbour, Port Macquarie, Mid North Coast, Newcastle, Lake Macquarie, Illawarra, Wollongong
Date	September July 2025

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

This role sits within the Financial Health and Wellbeing Platform as part of the Ecosystems Enablement and contributes to delivering integrated, person-centred services that improve financial wellbeing outcomes.

The Financial Capability Worker delivers specialist, one-to-one and community-based support to households experiencing or at risk of energy-related financial hardship.

The role focuses on:

- improving access to energy rebates, concessions and hardship supports
- strengthening engagement with energy providers

- supporting households to reduce energy costs
- building long-term confidence and capability to manage energy use and expenses.

Through tailored support, education and advocacy, the role helps prevent escalation of energy hardship while contributing to stronger system responses through partnerships with community organisations and energy sector stakeholders.

In a commitment to provide continuous improvement through this work, the program will provide key training and practice to ensure standard quality of delivery. As the Financial Capability Worker with a specialist focus on energy-related financial hardship, you will be able to reflect on your work and evolve the practice with your team to ensure it continues to meet the needs of clients and communities over the life of the program.

As a Good Shepherd Financial Capability Worker, you will:

- Help eligible people to build longer-term capability to budget and manage their money better and to make informed financial decisions.
- Be able to lead a conversation through a trauma informed lens; have empathy for the challenges faced by people with varied lived experience; and take a situational approach when supporting each person.
- Recognise personal risk factors that may indicate family violence, mental health distress or child abuse and neglect; prioritise, triage and refer to other sources of support and assistance in alignment with the client's goals.
- Recognise financial risk factors, prioritise and triage to Financial Counselling, financial wellbeing or legal supports, in alignment with the client's goals
- Ensure that consultation with and referral to other services complies with privacy, consent and information sharing requirements
- Be culturally sensitive and aware and adapt your practice to accommodate the diverse needs, background and identity of each individual
- Always comply with GSAZ policy, procedure and code of conduct.

This role is not required to provide Financial Counselling, financial advice, or deal with complex financial or legal matters and will facilitate access to Financial Counsellors, legal and other services.

Key Responsibilities

Direct Service Delivery

- Deliver one-to-one energy financial capability support to households experiencing or at risk of energy hardship
- Support clients to understand energy bills, tariffs, plans and household energy use
- Assist clients to access energy rebates, concessions, grants and hardship programs
- Support clients to take practical steps to reduce energy costs, including behaviour change and energy efficiency actions

Advocacy and Systems Navigation

- Advocate on behalf of clients with energy providers
- Negotiate affordable and sustainable payment arrangements
- Support resolution of billing issues and disputes
- Assist clients to navigate complex energy systems and processes

Education and Community Engagement

- Deliver tailored energy education to individuals and groups

- Facilitate community education sessions and workshops
- Provide clear, practical and culturally appropriate information to diverse audiences

Assessment, Referral and Coordination

- Assess client needs, including financial stress, vulnerability and risk factors
- Provide warm referrals to financial counselling, NLS and other supports
- Work collaboratively with internal and external services to support client outcomes

Partnerships and Stakeholder Engagement

- Build and maintain relationships with community organisations and referral partners
- Collaborate with energy retailer vulnerability teams and sector stakeholders
- Support coordinated, place-based service delivery

Monitoring, Reporting and Continuous Improvement

- Maintain accurate client records and case notes
- Collect and report on program data and outcomes
- Contribute to evaluation, reporting and service improvement
- Identify systemic barriers and contribute insights to inform practice and policy

Learning and reflective practice

- Consult, learn and implement new ways of working and quickly adopt new systems and processes to improve client outcomes.
- Keep up to date with relevant legislation, policies and practices, as per state and territory requirements.
- Contribute to the development of team plans and outcomes.
- Comply with GSANZ policy, procedures and practice and participate in GSANZ organisational activities.

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic 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 culturally sensitive, inclusive service and embrace the diversity of individuals
- Communicate effectively with clients, using a strengths-based approach
- 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-directed approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and procedures
- Maintain timely, accurate data, information and reporting at all times

- Maintain agreed service level agreements
- Knowledge of current policies regarding non-payment of fines and infringements and alternatives to payment
- Knowledge of services offered by other organisations that may assist the client and the ability to make appropriate referrals
- Knowledge of appropriate authorities, government and non-government alternative dispute resolution bodies to which complaints can be made on behalf of clients
- 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 Good Shepherd's mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

- Completion of, or working towards a minimum Diploma level in Community Services, Psychology, Social Work or similar stream, or equivalent demonstrated experience
- Commitment to community engagement and financial capability building
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)
- A current Driver's License

Desirable Skills, Qualifications and Attributes

- Calm in a busy environment, thinks clearly - can respectfully manage complex conversations
- Can assess a client's situation and determine how to best support client immediate needs - is able to explore options and consequences and advocate/negotiate on the client's behalf
- Can analyse and think deeply to assess risk and take appropriate steps to mitigate and manage risk
- Inclusive, trauma informed, empathic, sound and supportive conversations that place the client's identity, needs and context at the centre, and, where appropriate, link the client with other services and agencies
- Capacity to self-reflect and understand impact of own behaviour and words on others
- Takes care to document decision making in thorough case notes
- A willingness to adapt to changes in the workplace and within the Financial Capability and Financial Counselling fields to ensure improved outcomes for clients
- Computer Literacy skills

Key Selection Criteria

- Demonstrated experience working on a 1:1 or group basis with clients to build financial capability skills, knowledge and self-efficacy with the objective of developing behaviours consistent with improved financial wellbeing
- Demonstrated understanding of social justice and financial capability building concepts
- Demonstrated capacity to work flexibly and respectfully with a diverse range of people, including people with cultural, gendered, and socially and economically diverse backgrounds, people who experience health concerns or disabilities, carers and people who have not previously accessed a community services system
- Demonstrated ability to learn and implement new knowledge with a view to support clients and reduce financial hardship and/or stress
- High quality group facilitation skills

- Demonstrated teamwork capability
- Excellent interpersonal, written and verbal communication, negotiation and advocacy skills
- Demonstrated capacity to maintain timely and accurate records
- Commitment to personal 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/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
- This recruitment is within a period of strategic transition, and reporting lines and team structures may evolve as the organisation approaches the conclusion of its current Strategic Plan in 2027.

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.

Workplace location: the incumbent is expected to work in a GSA NZ office based location or that of an approved network partner. Outreach and community-based work may be required from time-to-time.