

## Mission Australia

### Position Details:

Position Title: Financial Mentor L4

About us: Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.

We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.

Together we stand with Australians in need, until they can stand for themselves.

Division: Community Services

Goal: To reduce homelessness and strengthen communities.

Position Purpose: The Financial Mentor is responsible for all money related issues such as budgeting, debts and payments of case managed clients within homelessness programs in the Cairns region. This position reports to Woree Supported Accommodation. The Financial Mentor develops and maintains culturally effective working relationships with key stakeholders in the local community where the outreach service occurs.

Purpose: Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.

*"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)*

Reports to: Program Manager

Values: Compassion Integrity Respect Perseverance Celebration

### Position Requirements

Key Result Area 1	Client Support
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Respond to referrals of clients to the service from internal and external support services and initiate contact with these clients</li> <li>Progress case plan goals around financial issues collaboratively</li> </ul>	<ul style="list-style-type: none"> <li>All referrals are responded to and appropriate contact and support is offered.</li> <li>Financial plans are developed with clients and issue are being addressed</li> <li>Clients are linked in to support services – NILS loans (SHAC), ICAN,</li> </ul>



<p>with clients and other case partners.</p> <ul style="list-style-type: none"><li>• Provide specialty support and guidance to build financial capability and links to financial services.</li><li>• Provide financial first aid, financial health checks and support clients to establish and maintain a budget.</li><li>• Advocate on behalf of clients with credit providers and financial institutions</li><li>• Offer information and informal counseling to clients where possible.</li><li>• Work with agreeing clients to create individualized support plans including referral to supplementary services as needed.</li><li>• Provide ongoing case management with clients and review progression against case plans and provide informal counseling as required.</li><li>• Actively advocate for clients with other services and government agencies where necessary, and assist in attendance to appointments and transport to and from support services.</li><li>• Assist clients in the process of transition out of the service into independence or other services including the support team.</li></ul>	<p>Uniting Care and other relevant financial/homelessness services in the Cairns region.</p> <ul style="list-style-type: none"><li>• Financial health checks and budgets are created with clients and guidance provided to adhere to budget.</li><li>• Opportunities are found to develop trust with clients resulting in development towards agreed outcomes.</li><li>• Support plans are created for agreeing clients in line with Mission Australia best practice.</li><li>• Ongoing support is provided for client that meets individual needs and situation, and improvements are demonstrated in client situations.</li><li>• Clients are supported in their achievement of goals, and are assisted in engagement of other support services.</li><li>• Clients are effectively transitioned out of the service where appropriate and offered ongoing support from and external services.</li></ul>
<b>Key Result Area 2</b>	<b>Program Support</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"><li>• Facilitate priority intervention in relation to income support assessments and requirements, debt reviews and appeal systems</li></ul>	<ul style="list-style-type: none"><li>• Relationships are developed with other agencies and contribution is made to the development of homelessness services in Cairns.</li></ul>



<p>and provide advocacy and assisted referrals.</p> <ul style="list-style-type: none"> <li>• Actively participate and engage in interagency meeting, forums etc. for the development of services for homeless people.</li> <li>• Work with the recovery workers to develop creative engagement strategies and solutions to issues facing individuals or groups of rough sleepers.</li> <li>• Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, and training and development of staff.</li> <li>• Actively support the program to achieve the required housing targets set out by the funding provider.</li> </ul>	<ul style="list-style-type: none"> <li>• Creative engagement strategies allow improvement in access to rough sleepers and the building of constructive relationships.</li> <li>• Active contribution is made to the development of the program including participation in staff training and development.</li> <li>• Meets the individual targets set out by Program Manager</li> </ul>
<p><b>Key Result Area 3</b></p>	<p><b>Administration</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Oversee the individualized case management files (including budgeting/financial goals) for all case managed clients in line with Mission Australia protocols.</li> <li>• Ensure that all required internal and external client paperwork is completed and copies kept on file.</li> <li>• Complete a range of internal and external reports relating to clients and the program.</li> <li>• Complete a range of other administrative duties for the efficient running of the service including bed statistics, reports, referral letters, goals plans etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Case management files are created in required Mission Australia standards and updated regularly.</li> <li>• All case plans and paperwork are completed, correct and kept in accordance with Mission Australia Policy &amp; Procedures.</li> <li>• All required reports are prepared correct and on time.</li> <li>• All required administrative tasks are completed accurately and in a timely manner.</li> </ul>

## Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

## Purpose and Values

- Actively support Mission Australia's purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan.

## Recruitment information

### Competencies

- Client Support
- Values Alignment
- Organizational awareness

### Experience and Qualifications

- Tertiary qualifications in Social Services, Social Work; Psychology or Behavioural Sciences.
- Relevant experience providing financial/budgeting advice or support
- Queensland Driver's Licence
- Significant knowledge and experience working with target group and related issues (minimum 3 years fulltime work experience)
- Current Suitability Notice from the Commission for Children and Young People – Working with Children Blue Card

## Compliance checks required

- |                       |                                     |
|-----------------------|-------------------------------------|
| Working with Children | <input checked="" type="checkbox"/> |
| National Police Check | <input checked="" type="checkbox"/> |



Vulnerable People Check

Drivers Licence

Other (prescribe)

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### Approval

**Manager name** Jacqueline Rowlands

**Approval date**