



POSITION DESCRIPTION

POSITION TITLE	Saver Plus Coordinator
DIVISION	WESSI
DEPARTMENT	Financial Inclusion
REPORTS TO	Program Manager, Saver Plus

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment, to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice and research to advocate national, state and local policy solutions for people experiencing disadvantage.

The Brotherhood of St Laurence values diversity and inclusion with regards to its staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be supported, respected, safe, happy and empowered. We are committed to the safety, participation, and empowerment of all our program participants.

DEPARTMENT PURPOSE

The Community Programs division is one of seven divisions at the Brotherhood of St Laurence and exists to engage with individuals and communities, empowering them and building their capacity through providing services, advocacy and community regeneration.

The Work, Economic Security and Social Inclusion (WESSI) department sits within this division with a specific focus on maximising people's employment readiness, financial capacity building, as well as fostering a sense of social and community inclusion.

POSITION PURPOSE

The Saver Plus Coordinator supports Saver Plus participants to establish a savings habit, build their financial knowledge and skills and save for the children's or their own education. In addition, this position works collaboratively with the Program Manager and ANZ to promote the program to the relevant community networks and support this partnership.

KEY RESPONSIBILITIES

1. Teamwork and Accountability

- Work collaboratively within teams to achieve common goals
- Demonstrate a commitment to the Brotherhood's quality framework and culture by participating in and promoting quality actions through continual improvement activities
- In collaboration with the manager, set goals and objectives to ensure outcomes are met
- Model the Brotherhood values and adhere to the Code of Ethical Behaviour in everyday work practices
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with Brotherhood policies and procedures.

2. All the Saver Plus Coordinators must have

- Interpersonal and communication skills
 - Ability to virtually build effective relationships and liaise across all levels both internally, externally and with people from diverse backgrounds
- Be a team player
 - Ability to work part of a cohesive and collaborative team, working together to achieve results and KPIs, and ability to receive and provide feedback to peers and management.
- Organisational and time management skills
 - The ability to plan workloads, prioritise and meet deadlines
- Digital literacy
 - Strong command of digital platforms, programs and practices
- Sector knowledge
 - Understanding of the issues associated with social and financial exclusion in Australia and familiarity with programs which seek to address these
- Compliance and risk management
 - Ensure accurate and confidential online storage of participant information
- Accountability
 - Ability to comply with framework and practice approaches, e.g. Saver Plus

Implementation Manual, Quality Framework including KPIs, and other relevant program policies and procedures

3. Coordinators will take on a focus area but will be trained in all focus roles. These include:

Community Engagement Focus Role

- Planning and research
 - Ability to implement and review evidence based promotional plans to build local community awareness of the Saver Plus program
- Community Engagement, Sale and influencing skills
 - Ability to use sales tactics and deliver engaging virtual information sessions to groups of interested potential participants or stakeholders
- Relationship building
 - Ability to develop and maintain productive working relationships with stakeholders of all managerial levels across community networks, including schools, school associations and bodies, community organisations and groups, TAFEs, Universities, ANZ branches, and any other relevant organisations

MoneyMinded Focus Role – MoneyMinded Coach

- Planning skills
 - Ability to plan and schedule virtual workshops
- Facilitation skills
 - Ability to facilitate or deliver virtual group (minimum of six or more participants) training sessions to diverse audiences, including after-hour sessions
- Higher degree of administration skills
 - Execute a high degree of administration skills to ensure participants commence workshops within 4 months of starting the program

Recruitment and Support Focus Role – Savings Coach

- High degree of interpersonal skills and digital literacy
 - Ability to conduct virtual appointments with potential participants / engage with participant in an online environment, to quickly build rapport and trust from participants
- Soft sales skills
 - Ability to navigate challenging conversations and objections to convert participants
- Higher degree of sector knowledge and ability to support people one on one:
 - Ability to support and coach participants to make their agreed savings and work with any participants who may need additional support and identify appropriate referrals where necessary

4. Program Promotion

- Under direction of the Program Manager, implement comprehensive, evidence based promotional activities to build local community awareness of the Saver Plus program
- In conjunction with the Program Manager, regularly review promotional activities to develop new and maintain existing referral networks of local schools, community groups and other relevant organisations
- Promote the Saver Plus program to the referral network to assist with recruitment of participants and to ensure all are well informed about eligibility, application processes etc.
- In conjunction with the Program Manager, develop and maintain collaborative and productive relationships with ANZ branches in the region
- Conduct interviews with potential Saver Plus participants to assess their eligibility and capacity to develop savings goals
- Provide reports and information to Saver Plus National Office in a timely manner

5. Program Delivery and Support

- Assist participants with various activities including but not limited to developing a budget, setting a savings goal, obtaining their matched funding
- Deliver the Money Minded financial skills training program to groups of participants
- Support participants to make their agreed savings and work with any participants whomay need additional support
- Refer participants to appropriate support services where necessary
- Update and maintain comprehensive and accurate case notes/ records in a timely manner maintaining confidentiality at all times
- Encourage participants to provide program feedback and where required work with program evaluators
- Adhere to relevant BSL policies and procedures at all times in the delivery of the program

6. Continual Improvement

- Assist the Program Manager with the implementation of the Saver Plus Quality Framework
- Work with Saver Plus National Office to implement continuous improvement initiatives in the site

7. Multi-Skilling

- The incumbent may be directed to carry out such duties as are within the level of the position and scope of the incumbent's competence and training as directed by the manager.
- Other duties as required

ORGANISATIONAL RELATIONSHIPS

Internal Stakeholders	Saver Plus management and staff and other BSL programs
External Stakeholders	ANZ Staff, other Saver Plus partners, local schools and tertiary organisations and other community groups

KEY SELECTION CRITERIA

Essential

- Experience maintaining productive working relationships with local community networks
- Demonstrated experience in facilitating or delivering training to diverse audiences (individuals and groups)
- Well-developed organisational and time management skills with the ability to plan workload, prioritise and meet deadlines, including maintaining accurate records in a timely manner
- Well-developed interpersonal and communication skills with the ability to build effective relationships and liaise across all levels both internally, externally and with people from diverse backgrounds
- Proven ability to work with limited direction and as an effective team member to achieve outcomes
- Proven ability to work remotely and support stakeholders both virtually and digitally with a strong command of digital platforms, programs and practices
- Understanding of the issues associated with social and financial exclusion in Australia and familiarity with programs which seek to address these
- Understanding of and empathy with the values and ideals of the Brotherhood networks.

Desirable

- Demonstrated experience in or understanding of the Saver Plus Program

Personal Qualities:

- A commitment to maintaining and supporting child safety, equity, inclusion and cultural safety.
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence

MANDATORY EMPLOYMENT CRITERIA

- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required. The Brotherhood will facilitate this process
- Working with Children Check is required for this position. The Brotherhood will facilitate this process
- Staff will be required to work some evenings and weekends

- All BSL staff are required to work on site on a regular basis. The Financial Inclusion offices are located in Fitzroy, Epping and Dandenong and flexible working from home arrangements can be made

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur and may be amended from time to time.