

POSITION DESCRIPTION

POSITION TITLE	Saver Plus Coordinator
DIVISION	Inclusion
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.

DIVISION AND DEPARTMENT PURPOSE

Children, Youth and Inclusion is a diverse service delivery Division in BSL. Children, Youth and Inclusion is typically made up of small to medium size operational activities aimed at providing services to children, families, young people and adults. Children, Youth and Inclusion is required to operate in a flexible and agile way to lead change and influence systems. Children, Youth and Inclusion responds to the external political and service sector environment and offers new practice, service design and policy solutions to influence lasting change. All programs in the division must have a systemic change ambition beyond the service delivery.

Our Financial Inclusion programs work with people on lower-incomes to enhance their economic security and financial well-being. Participants of our programs feel more empowered, have better control of their finances and are confident in making informed

decisions. We work collaboratively to build capacity and create a greater sense of connection and economic dignity while being a trusted voice for systemic change.

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 AND DUTIES

1. 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.

2. 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.
- Support participants to make their agreed savings and work with any participants who may 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 .

3. 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.

4. 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.

5. Teamwork and Accountability

- Work collaboratively within teams to achieve common goals
- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities
- In collaboration with manager, set goals and objectives to ensure outcomes are met
- Model BSL's values and adhere to the Code of Conduct in everyday work practices
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures.
- This position will require direct contact with children and/or vulnerable individuals
- 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

Career Experience:

- It would be beneficial to have demonstrated experience in or understanding of the Saver Plus Program.
- 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.

Personal Qualities:

- 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.
- Understanding of the issues associated with social and financial exclusion in Australia and familiarity with programs which seek to address these.
- 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 . BSL will support successful candidates in this process.
- Working with Children Check is required for this position - BSL will support successful candidates in this process.

Specific work requirements include weekend work, evening shifts, public holidays, work based travel, after hours on call, attendance at a variety of different work locations 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.