



Position Description

Position Title	Community Financial Wellbeing Worker
Directorate	Community and Wellbeing Services
Reports to	Team Leader Financial Counselling Services
Date of Job Description	3/03/2025
Conditions	Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012
Employment Status	Full-Time Ongoing, Subject to Funding
Salary	This position is classified as Band 4 – Case Worker, with a salary range of \$71,525 - \$89,600, dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata
Hours of Work	This is a full time position. Work outside normal office hours may be required.

Position Objectives

The Community Services Directorate consists of the Community Legal Centre, Financial Counselling Program, Specialist Homelessness Services, Tenancy Advocacy and Assistance Program, Housing Stress Package, Gambleaware (NSW) and the Recovery Support Program.

This position would work closely with the Financial Counselling Program. Mallee Family Care provide a range of Financial Counselling services for vulnerable and disadvantaged community members, including people experiencing family violence, people with disabilities, and people on low incomes. This role will work to address individual financial situations and increase financial literacy within communities by providing detailed intake assessments and community education sessions. The role will identify individual presenting needs and facilitate access to resources for financial assistance to alleviate financial stress and hardship. This may involve preparing applications for assistance including utility relief grants, facilitate access to Financial Counsellors, legal and other services, whilst referring to specialist services to address issues linked with financial hardship and other social vulnerabilities.

<p>In addition, the role will significantly engage a variety of stakeholders and communities to increase their financial literacy and money management skills through the provision of information, community education sessions and support.</p> <p>Please note this role will not be required to provide financial counselling services, financial advice, or deal with complex financial or legal matters.</p>	
<p>Key Responsibilities & Duties</p>	<p>Performance Expectations</p>
<p>Assess an individual's presenting financial, housing, tenancy, personal and any other relevant circumstances.</p>	<p>Undertake comprehensive assessments of individuals presenting with financial issues and provide foundational support when required. Tailor responses and assistance depending on an individual's stage in the financial wellbeing continuum.</p> <p>Assess the suitability for referrals to MFC Financial Counselling Services and wider programs.</p> <p>Provide referrals to internal and external services as guided by the individuals needs and in line with the privacy and consent policy.</p>
<p>Information and Support.</p>	<p>Provide information and support access to grants, benefits, utilities relief, rent support relief and other measures to resolve and alleviate financial stress.</p> <p>Help presenting individuals build skills to avoid or resolve financial difficulties and strengthen their capacity to manage their money.</p> <p>Provide financial capability development through budgeting support, promote financial resilience, and ensure individuals have access to financial literacy through a range of educational, developmental, and support services.</p>
<p>Establishing Financial Counselling Readiness.</p>	<p>Gather the appropriate paperwork and signed documentation in preparedness for Financial Counselling appointments.</p> <p>Identify other financial or wellbeing issues that may assist in establishing appointment readiness.</p>
<p>Delivery of Financial Education packages to priority and community groups.</p>	<p>In collaboration with Financial Counsellors develop Financial Education packages to present to a variety of community groups as identified.</p> <p>Adapt financial literacy packages to appropriately reflect the needs of groups</p>

	depending on where they are in the financial wellbeing continuum.
Collaborate with other Community Educators.	Work alongside the Community Legal Educator, Tenancy Rights Workers and the Community Engagement worker to plan, prepare and deliver joint education sessions as appropriate.
Professional stakeholder engagement and education.	Provide stakeholders with: <ul style="list-style-type: none"> • Clarification of Financial Counselling Services and responsibilities. • Education of Financial Counselling Services to assist in appropriate and streamlined referral processes.
Monitoring, evaluation and data recording.	Implement an evaluation process to ensure feedback is captured, monitored and changes are implemented if required. Record and maintain detailed and accurate records and data to support monitoring, reporting, and evaluation.
Contribute to program development.	Document issues arising from assessment and contribute to preventative strategies to address financial hardship, stress and relapsing. Contribute to team discussions of issues, themes and quality service feedback.
Contribute to positive relationships.	Creates and maintains positive, professional and respectful working relationships and is transparent in all interactions, treating people fairly and equitably. Shares information and works co-operatively to solve challenges and build supportive, collaborative and responsive relationships.
Undertake further study to qualify to the level of Financial Capability Worker.	Completion of the financial modules for Financial Literacy Education (CHCSS00077).
To participate in supervision.	As per Mallee Family Care Supervision Policy.
To be compliant with MFC E Learning courses.	Completing compulsory allocated courses each quarter.
To undertake other duties as may reasonably be required.	Undertaking other duties required by your Line Manager.

Qualifications and Experience:

- Diploma level qualification in Community Services or equivalent with further studies as required.
- A person currently studying the Diploma may be considered with further studies as required.
- Demonstrated experience in working within community services and with priority client groups.
- A current drivers licence, a willingness to travel and preparedness to be accommodated overnight when required.

Key Selection Criteria:

Applicants are invited to submit their application addressing the following selection criteria:

- Demonstrated capacity to work flexibly and respectfully with a diverse range of people, including people with cultural, gendered, social and economically diverse backgrounds.
- Demonstrated understanding of a trauma-informed approach, including family violence and economic abuse.
- Demonstrated experience in undertaking intake functions and comprehensive assessments.
- Experience in delivering education and/or training sessions.
- High level of written and interpersonal skills.
- Proven ability to maintain accurate and complete file records in accordance with program needs.
- Demonstrated experience with advocacy and negotiation.
- Ability to nurture and build internal and external relationships.
- Demonstrated computer literacy to maintain and record timely and accurate case notes.
- Strong commitment to and capacity for teamwork, collaboration, and networking.

Organisation Structure and Values

Mallee Family Care is a Company Limited by guarantee with a community based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Officer, Executive Director People, Culture and Performance, Executive General Manager Community and Wellbeing, Executive General Manager Education, Training and Research and Executive General Manager Child and Family Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

Our Vision

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

Our Mission

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

Our Approach

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

Other Information:

Mallee Family Care is committed to building an organisation that reflects the diversity of the communities we support.

As an Equal Opportunity employer, we invite applications from people of all walks of life. Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse (CALD), LGBTQIA+, and people living with a disability are encouraged to apply for our roles.

As a Child Safe Organisation, we undertake a range of pre-employment screening checks to ensure all candidates are suitable to work for Mallee Family Care. This includes reference checks from your current or most recent employer and probity checks (National Police Check, Working with Children Check Vic & NSW and NDIS Worker Clearance).

We go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

By submitting this job application, you acknowledge and accept Mallee Family Care's policies related to pre-employment screening checks and understand appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver's Licence.
- Police Check
- Working with Children Check
- Safety Screening Statutory Declaration

Benefits of working at Mallee Family Care

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after 6 months of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (where appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment