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Role description

Role Title	Financial Capability Worker
Team	Financial Hub
Location	<i>Slacks Creek</i>
Classification Level	4
Reports to	Program Manager, Financial Hub

Our Vision - Building independence and participation.

Our Purpose - YFS backs people to overcome adversity and to thrive.

- Our Values** -
-  **Excellence** - we deliver high quality services and have high expectations
 -  **Integrity** - we act honestly and openly
 -  **Optimism** - we think and act with confidence about people and the future
 -  **Steadfastness** - we persist to overcome barriers and adversity with our clients
 -  **Courage** - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples.

The [YFS Cultural Framework](#) sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.

Primary purpose

The Financial Capability Worker provides information, support and coaching to help people address financial issues, make informed financial decisions, and build their ability to budget and manage their money.

Working within an integrated Financial Hub team with Financial Counsellors, the Financial Capability Worker will provide one-on-one support for individuals including developing budgets, establishing savings and payment plans, accessing NILS loans and emergency relief, reviewing income, accessing hardship programs, linking with specialist services, and fostering work readiness.

Key accountabilities

Service delivery

- One on one financial capability case work with people experiencing or at risk of financial hardship within
- Coaching to help people improve their money management skills
- Basic community education to increase financial literacy
- Community engagement to increase the profile of the service and encourage early intervention
- Referrals to relevant services, and collaborative work with financial counsellors and other specialists where needed

External relationships

- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients, and report on developments.
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained.

Leadership and values

- Apply YFS values, ethics, policies and procedures across all work practices. Contribute to the resolution of work-related matters by being honest, approachable and responsive.

Teamwork and collaboration

- Contribute to developing a cohesive team by participating in meetings, scheduled activities and team processes. Share information, communicate and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients and/or YFS.

Professional accountability

- Use YFS and partner information and resources accountably.
- Undertake work in accordance with team standards and YFS policies, protocols, and procedures, including workplace health and safety, risk management, and relevant legislative requirements.
- Work within the standards and principles of safeguarding children and vulnerable adults.

Problem solving and decision making

- Identify and resolve problems, and contribute to improving working processes and procedures to improve service delivery to clients.

Administration

- Enter data, maintain records and complete documents in line with YFS document management and record keeping procedures.

Cultural respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience

- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

Relevant skills, knowledge and experience

Experience and qualifications

- Relevant tertiary qualifications (Degree in relevant discipline) and/or experience are essential.
- Completion of (or willingness to complete) the following financial literacy education units or equivalent:
 - CHCFLE301A – work with clients needing a financial literacy education;
 - CHCFLE302A – educate clients in fundamental financial literacy skills; and
 - CHCFLE303A – educate clients to understand debt and consumer credit.

Knowledge and experience specific to the role

- Proven experience in person centred case work service delivery
- Demonstrated knowledge and understanding of the factors contributing financial disadvantage
- Well-developed interpersonal communication skills to engage with a range of people (e.g., young people and families, education providers, community practitioners and specialist clinicians) including people from diverse cultural and socio-economic backgrounds
- Effective written communication skills to write correspondence and prepare short reports
- Teamwork skills with the ability to contribute to a productive and harmonious team environment
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively, and to manage competing demands and priorities
- Refer to the level 4 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Other role requirements

- Current Queensland C Class driver licence
- Current First Aid Certificate, or ability to obtain
- Current Positive Notice Blue Card
- Current National Police Check.

Additional information

An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees are required to observe YFS' policies and procedures. Employment in the position will be subject to an annual performance plan and review, with initial appointment subject to a probationary period of five months.