

Position Description

Position	Financial Wellbeing Coordinator – Northern NSW (Richmond - Tweed)
Employer	Blue Sky Community Services
Reports to	Team Leader: Families, Young People and Communities
Responsible to	Program Manager: Families, Young People and Communities
Organisational Team	This position sits within the service delivery stream of the organisation within the Families, Young People and Communities team. This position will operate out of our Ballina office.
Positional Context	<p>Blue Sky Community services is a not-for-profit, values-based social purpose organisation, delivering a range of capacity-building services for people and communities within our geographic footprint. We have an enviable and kind workplace culture where every staff member, and the work they do, matters. Our vision of supporting people to thrive and creating communities where everyone belongs, is applied to our workforce and workplace, as well as to the people we provide service to.</p> <p>Blue Sky Community Services is funded by the Department of Social Services to deliver the Emergency Relief component of the Department's Financial Wellbeing and Capability (FWC) Activity.</p> <p>Emergency Relief contributes to FWC Activity outcomes by providing immediate financial or material aid to eligible people. Material aid is practical assistance given to those experiencing financial crisis. Financial aid is financial assistance and advice designed to support those experiencing financial hardship.</p>
Position Overview	<p>Financial Wellbeing Coordinators play a pivotal role in the delivery of Emergency Relief through Blue Sky's Financial Wellbeing Service.</p> <p>Coordinators deliver financial assistance and financial capacity building services to eligible people experiencing financial hardship.</p> <p>Coordinators work with participants to understand their challenges and connect them with financial and material aid as well as tools and resources to assist with building their financial capability and meeting other needs. This includes linkages to a wide range of services and support to assist in addressing underlying causes of financial crisis. Financial aid is provided via vouchers that can be used for essential items including groceries, clothing and fuel, helping meet immediate needs and reducing pressures in other areas of household budgets.</p> <p>Flexible brokerage funding is also available to assist with other material and financial needs, and short-term case management services are available for clients with more complex and higher needs. Sessions take place in person at Blue Sky outlets, via outreach, video or phone.</p>

Qualifications and Experience	Relevant qualifications, skills and experience that are transferable to performing the role to a high standard.
Key Organisational Experience	<ul style="list-style-type: none"> - Organisational Alignment - Professionalism - Effective Working Skills - Safety and Risk Management - Effective Communication - Relationship Management - Continual Improvement and Development - Knowledge and Practice
Positional Competencies	<ul style="list-style-type: none"> - KPI Achievement - Knowledge - Practice - Administrative work - Individual Capacity Building - Community Capacity Building

Blue Sky Community Services places high value on creating a workplace where everyone belongs and is valued. We are committed to social inclusion and acknowledge and value diversity. We believe that the makeup of our workplace should reflect the diversity of the communities we work within. We therefore strongly encourage people from diverse backgrounds and cultures, and people who have lived experience of disability, to work with us.

Organisational Competencies

Organisational Alignment

Values and Culture Alignment	Demonstrates behaviour, attitudes and practice that are in strong alignment with the organisation's vision, values and code of conduct.
Compliance	Complies with organisational policies, procedures, delegations of authority and systems.

Professionalism

Professional Standards and accountability	Demonstrates professional behaviour, standards and accountability.
Professional Obligations	Demonstrates a sound understanding of, and complies with, professional obligations and duty of care, including complying with privacy obligations.

Effective Working Skills

Record Keeping and Reporting	Complies with positional record keeping, documentation and reporting obligations to required timeframes.
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Time and Resource Management	Demonstrates very good organisational, prioritisation, time and resource management skills.
Technology	Demonstrates confidence and competence in using the technology required in the role.

Safety and Risk Management

Work Health and Safety Compliance	Consistently complies with work, health and safety and risk management obligations, instructions, policies and procedures and systems.
Workplace Safety	Demonstrates a zero tolerance of bullying, harassment and discrimination.
Child Safety	Adheres to Child Safe Standards, practices and national Child Safety principles.

Effective Communication

Communication	Demonstrates very effective communication skills.
Emotional Management	Demonstrates very good emotional intelligence and emotional regulation.

Relationship Management

Internal Relationship Management	Demonstrates very good relational, interpersonal and teamwork skills.
External Relationship Management	Builds and maintains strong, positive and beneficial stakeholder relationships.
Participant Relationship Management	Establishes and maintains effective and professional working relationships and boundaries with participants.
Customer Service	Demonstrates excellent customer service.

Continual Improvement and Development

Continual Learning and Development	Demonstrates continuous learning and development.
Continuous Quality Improvement	Demonstrates continuous quality improvement.
Feedback and Complaints	Demonstrates effective complaints and feedback handling.
Service Evaluation	Actively contributes to organisational and service evaluation and feedback processes.
Change Adaption	Keeps abreast of changes, and proactively and positively adapts to change.

Knowledge and Practice

Evidence-based Knowledge and Practice	Demonstrates sound working knowledge of underpinning knowledge and practice of service being delivered.
Inclusive Knowledge and Practice	Demonstrates a strong commitment to human rights. Fosters inclusion. Demonstrates cultural competence.
Outcome and Output Achievement	Achieves or exceeds positional outcomes and outputs and key performance indicators to required timeframes.

Positional Competencies

Output and Outcome	– Achieves required service outcomes and outputs (as outlined and as varied from time to time) to a very good standard of quality to required timeframes
Resourcing	– Resources Line Managers with information, reports, data and other support as requested

Practice	<ul style="list-style-type: none"> – Is cognisant of and demonstrates the application of relevant standards, practice guidelines and other guiding information within work performed – Is willing to undertake specialist training as required which may include identifying and responding to trauma, mental health first aid, family and domestic violence, gambling harm, cultural responsiveness training and case management.
Administrative Work	<ul style="list-style-type: none"> – Demonstrates a sound understanding and application of the underpinning service evidence base within work performed
Individual Capacity Building	<ul style="list-style-type: none"> – Works with participants to determine eligibility for the service – Provides financial crisis assistance (vouchers and referrals to other crisis financial assistance) – Works with participants to build their financial knowledge, skills and capacity to effectively and sustainably manage their finances – Utilises a strength based, person centred and capacity building approach when working with participants – Maintains up to date and accurate participant records. Collects and records required participant data to timeframes to support reporting and evaluation processes. – Provides short-term case management support to assist participants with complex or multiple needs, through assessment of the participant's situation and needs, planning and coordination of other services and monitoring progress.
Community Capacity Building	<ul style="list-style-type: none"> – Ensures services are culturally accessible, safe and appropriate for diverse populations
Budget Management	<ul style="list-style-type: none"> – Participates in budget planning within positional scope and delegation. – Lawfully and effectively expends monies to budgets to required timeframes within positional responsibility. – Complies with financial controls, delegations and authorities. – Uses monies only for the purposes they are intended and to achieve service outcomes. – Effectively and accurately tracks the provision of money vouchers.