



Part 1 - Addendum Financial Capability Worker

This document explains the work of the Financial Capability Worker and the outputs they will need to deliver

Position:	Financial Capability Worker
Directorate / Service / Program:	Child Youth Family & Well Being
Industrial Instrument Name:	EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification:	SACS Level 4
Reports to:	Financial and Gambling Support Services Manager
Effective Date:	28 February 2025

Role Summary/Purpose

A Financial capability worker assists people to build long term capability to budget, manage money better and to make informed financial decisions. A Financial capability worker has a strong focus on supporting clients through the delivery of financial literacy education, information and coaching.

This role will be integrated into the financial counselling programs at EACH and will work alongside financial counsellors and other health professionals to implement strategies to minimise future financial difficulty where possible.

This role is not required to provide financial counselling, financial advice, or deal with complex financial or legal matters and will facilitate access to financial counsellors, legal and other services.

Financial capability at EACH is funded by Department of Government Services (represented by its business unit Consumer Affairs Victoria).

Key Deliverables

- Comprehensive assessment of the presenting financial situation.
- Support to intake & assessment to determination eligibility for financial capability support.
- Promotion of financial resilience via delivery of financial literacy education and coaching.
- Provision of financial capability program through one on one or group budgeting support.



- Assist clients to build skills to avoid or resolve financial difficulties and strengthen their capacity to manage money through one on one case work or group education sessions
- Develop case plans considering intersectional factors eg cultural needs, ATSI, family violence, LGBTIQ+ and co-occurring issues eg mental health
- Screen, monitor and assess family violence risk using the MARAM framework
- Provision of holistic, integrated and coordinated responses including referrals to financial counsellors and other allied services.
- Engagement with relevant stakeholders (internal and external) to promote the program and develop referral pathways
- Accurate data entry into EACH's client management system.
- Engagement in regular supervision, team meetings and staff development.
- Participation in ongoing professional development, keep up to date with relevant legislation, policies and practices
- Contribute to the development of team plans and outcomes

Qualifications and skills

- Completion of a minimum Diploma level in Community Services, Psychology, Social Work or similar stream, or equivalent demonstrated experience
- Completion of or willingness to complete the following financial literacy education units:
 - 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.
- Current state-based driver's licence
- Broad contemporary knowledge of relevant services and systems that support vulnerable people, family violence victim/survivors and promote social and financial inclusion will be highly regarded
- Highly developed interpersonal skills, with the proven ability to build effective relationships and communicate with a diverse range of people
- Capacity to work autonomously and within a team
- Experience in financial literacy and/or experience in facilitation, training or group work will be highly regarded
- MARAM trained highly desirable

Physical Requirements:

- able to sit at a computer for 6 – 8 hours per day
- ability to travel between EACH locations



POSITION DESCRIPTION	
Part 2 – Expectations	Employee
Attachments	Addendum A *Outlines the specifics of the allocated Directorate/Portfolio

About EACH

EACH provides an integrated range of health, disability, housing, counselling, and community mental health services across Australia. We offer a wide range of supports to assist members of our community to lead happier, healthier lives. Our staff are a collective workforce of over 1,700 paid employees and over 250 volunteers.

More information is available at: <http://www.each.com.au>

Our vision	Everyone has the power to live well.
Our purpose	Health and support services that improve lives and strengthen communities.
Our values and behaviours	<p>We care.</p> <p>We welcome you with empathy and hope.</p> <p>We believe making change is possible for everyone.</p> <p>We listen.</p> <p>We take time to understand you, your experiences, and your culture.</p> <p>We work with you and the people important to you, to build the right supports.</p> <p>We learn.</p> <p>We evaluate our actions and always seek to improve.</p> <p>We deliver.</p> <p>We have a 'can do' attitude and find ways to say 'yes'.</p> <p>We do what we say we're going to do.</p>



Expectation of Employees

A key focus of this position is to work collaboratively with their team members, their Directorate and across other Directorates.

They are responsible for leading delivery and/or community through their own contribution.

It is expected that all employees consistently model EACH's values and behaviors and ensure EACH's culture is inclusive, safe, and engaging.

Employee Responsibilities

Employees are responsible for:

- Assessing for quality, safety and risk and taking actions that keep myself, customers, community and staff safe
- Partnering with my team, others at EACH, our customers and community to achieve great outcomes
- Creating a safe, respectful and culturally appropriate space to foster growth, learning, belonging, health and wellbeing
- Contribute to tracking progress and outcomes to ensure alignment with EACH's goals and to reliably deliver on performance targets
- Working within the program/role guidelines and professional boundaries of my role
- Demonstrating behaviours at all times that align to EACH's leadership standards and recognises that you are an ambassador of EACH.

Quality:

EACH staff are required to participate in continuous monitoring and improvement and comply with legislation, professional standards and accreditation standards and any other governing laws that apply from time to time.

EACH staff must have and maintain the appropriate skills and knowledge required to fulfil their role and responsibilities. In addition, they must practice within the specifications of this position description, and where applicable within the agreed scope of practice.

Safety & Wellbeing:

EACH is committed to providing and maintaining a working environment for all staff that is safe and minimises risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by their acts or omissions at the workplace.

As an Employee you understand your responsibilities and accountabilities to yourself and others in accordance with OH&S legislation across the various jurisdictions and EACH's policies.



EACH Child Safe Commitment Statement:

EACH is committed to promoting and protecting the best interests of children and supporting a child safe culture. EACH has zero tolerance for child abuse. Everyone working at EACH is responsible for the care and protection of children and reporting information about suspected child abuse.

All children who come to EACH have a right to feel and be safe. EACH is committed to the safety and well-being of all children whether they are direct service recipients or indirectly linked to our services such as children of customers. The welfare of children and young people is our first priority. We create a child safe and child friendly environment where all children are valued and heard, are safe and protected."

Key Selection Criteria

Skills and Behaviours

- Acts in accordance with EACH's Behavioural and Performance Standards.
- Highly developed communication and interpersonal skills to competently establish and maintain effective working relationships with clients, staff and visitors.
- Demonstrated ability to work collaboratively and enthusiastically within a team to help foster a positive and progressive work environment.

Desirable Experience, Knowledge, and Qualifications

- Tertiary qualifications in a relevant discipline.
- Demonstrated ability in working collaboratively as part of a Team
- Appreciation and understanding of the Not-For-Profit sector and Health services is well-regarded.

Mandatory Competencies and/or Licences

- Completion of an acceptable Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.
- A cleared National Worker Screening Check prior to commencement of employment (if required for the role – not applicable to all roles)

Expected behaviours for all EACH Staff

- Acts in accordance with EACH's Code of Conduct, policies and procedures and is demonstrably committed to EACH's vision, mission, values, and service principles.
- Responds to family violence risk in line with their role and responsibilities and in accordance with the Multi-Agency Risk Assessment and Management (MARAM) Framework and related Frameworks.
- Promotes a 'safety first' culture and acts in accordance with EACH Health, Safety and Wellbeing Policy and management system.
- Ensures EACH Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe).
- Promotes and supports a zero-tolerance culture that recognises all people have the



right to live their lives free from abuse, neglect, violence, discrimination and exploitation and acts upon EACH's commitment to recognise, raise and respond to any deviation from a person's human rights.

- Fosters and promotes an inclusive and collaborative work environment where all employees, volunteers and customers feel welcomed, respected, valued and enabled and proud to fully participate, irrespective of their individual differences in background, experience and perspectives. Demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers.
- Demonstrates teamwork and collaboration and positively contributes to group activities.
- Contributes to innovation and continuous improvement and openly shares information and knowledge to enable optimal outcomes for customers.
- Be curious, reflective, and open to continuous learning and new ways of working.
- Successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery.