



POSITION DESCRIPTION – Financial Capability Worker

Part 1 – Expectations for Your Role

Position	Financial Capability Worker
Service / Program	Child, Youth & Family Wellbeing
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 4
Reports to	Program Stream Manager (Financial & Gambling Support Services)
Effective Date	March 2025

Key Deliverables

- **Financial Assessment:** Comprehensive assessment of the presenting financial situation.
- **Eligibility Determination:** Support intake and assessment to determine eligibility for financial capability support.
- **Financial Resilience & Education:** Promote financial resilience through financial literacy education and coaching.
- **Budgeting Support:** Provide financial capability programs through one-on-one or group budgeting support.
- **Skill Development:** Assist clients in building skills to avoid or resolve financial difficulties and strengthen money management capacity through casework or group education sessions.
- **Case Planning:** Develop case plans considering intersectional factors such as cultural needs, ATSI, family violence, LGBTQIA+, and co-occurring issues like mental health.
- **Risk Assessment:** Screen, monitor, and assess family violence risk using the MARAM framework.
- **Holistic Support & Referrals:** Provide integrated and coordinated responses, including referrals to financial counsellors and other allied services.
- **Stakeholder Engagement:** Engage with relevant internal and external stakeholders to promote the program and develop referral pathways.
- **Data Management:** Ensure accurate data entry into EACH's client management system.
- **Team Collaboration & Development:** Participate in regular supervision, team meetings, and staff development.
- **Professional Growth:** Engage in ongoing professional development and stay up to date with relevant legislation, policies, and practices.
- **Team Contribution:** Contribute to the development of team plans and outcomes.

Skills

- Broad contemporary knowledge of relevant **services and systems** that support vulnerable people, family violence survivors, and promote social and financial inclusion.
- Highly developed **interpersonal skills** with the ability to build effective relationships and communicate with diverse groups.
- Strong ability to **work autonomously and collaboratively within a team.**

Qualification/Registrations/Licences (Mandatory only)

- Completion of a minimum **Diploma level** in Community Services, Psychology, Social Work, or a similar field, or equivalent demonstrated experience.
- Completion of or willingness to complete the following **financial literacy education** units:



- CHCFLE301A – Work with clients needing financial literacy education.
- CHCFLE302A – Educate clients in fundamental financial literacy skills.
- CHCFLE303A – Educate clients to understand debt and consumer credit.

Current state-based driver's licence.

Physical Requirements

- **Office Environment:** Ability to sit for 6-8 hours per day and use office equipment.
- **Travel:** Ability to travel between Each locations.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each’s values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

An Each employee is responsible for:

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each’s goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each’s Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.



- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.