

**POSITION DESCRIPTION – Financial Capability Worker****Part 1 – Expectations for Your Role**

<b>Position</b>	Financial Capability Worker
<b>Service / Program</b>	Child Youth Family & Wellbeing
<b>Industrial Instrument</b>	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
<b>Instrument Classification</b>	Level 4
<b>Reports to</b>	Financial and Gambling Support Services Manager
<b>Effective Date</b>	August 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. Financial capability services focus on early intervention and prevention.

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.

**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.
- 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.

## Skills

- 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.

## Qualification/Registrations/Licences

- Completion of an equivalent or higher qualification of a Certificate III in Community Services Work. In addition, the following financial literacy education units (or equivalent) must be completed:
  - CHCEDU005 – work with clients to identify financial literacy education needs;
  - CHCEDU006 – Improve clients fundamental financial literacy skills
  - CHCEDU007– Provide group education on consumer credit and debt.
- Current state-based driver's licence

## Physical Requirements

- Ability to sit for extended periods and use office equipment.
- Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- Ability to travel locally to Each locations and various locations in the community.

**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

- 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.