
POSITION DESCRIPTION

PROJECT OFFICER – FINANCIAL LITERACY (FL) COMMUNITY EDUCATION

The Australian Refugee Association Inc. (ARA) is a community-based organisation providing settlement, migration and other appropriate assistance to refugees, migrants and other people of concern.

ARA promotes a holistic approach to the needs of refugees and sees the final goal of settlement as full participation in the social, economic, cultural and political life of Australia while maintaining security of personal, family and community identity.

ARA employs staff to achieve the full range of its objectives. All staff are expected to be aware of and responsive to the needs of the organisation as a whole as well as the particular requirements of their own Position Description.

1. REPORTING RELATIONSHIPS

Reports to the Community Education Coordinator

- Accountable to the Program Manager – Client Services.
- Collaborates with other Client Service staff and the Management team.
- Collaborates with external agencies and network partners.

2. KEY RESPONSIBILITIES

The Financial Literacy (FL) Project Officer is responsible for the implementation of ARA's financial wellbeing projects, supporting culturally and linguistically diverse (CALD) communities with financial literacy and education.

Program Development & Delivery

- Develop, plan and implement financial programs that focus on financial literacy in CALD communities.
- In collaboration with Bicultural Workers line supervisors, provide training, mentoring and support through project supervision and guidance regarding client support, case management and support services.
- Implement and promote the program.
- Recruitment of participants for financial literacy workshops
- Development of culturally appropriate financial literacy resources for workshops.
- Liaise with external programs providers delivering financial counselling and training support to ARA clients and staff.
- Delivery of culturally and linguistically appropriate workshops which address the key focus areas
 - Budgeting
 - Mortgaging and home loans
 - Management of income and payments
 - Frauds and scams

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Case Management

- Conduct assessment, formulate, implement, and review case management plans to improve clients' financial capacity.
- Identify clients experiencing difficult financial hardship to provide relevant financial assistance through ARA emergency relief program.
- Provide information and support people with financial difficulties to understand, and access relevant services and organisations that may be of support.
- Develop referral pathways with mainstream services to achieve positive outcomes for clients.
- Support client with debts to implement payment plans and prepare required documentation to achieve positive financial outcomes.
- Collect feedback from clients regarding program/support outcomes.

Stakeholder Engagement

- Provide advocacy and awareness of financial complexities specific to CALD cohort.
- Develop relevant partnerships and referral pathways with financial institutions, community organisations, and other relevant services.
- Establish connection with CALD community leaders to discuss financial literacy issues within their communities and provide information about relevant support services.
- Develop and coordinate partnerships to support delivery of the program.
- Participate in training specific to 4 key areas of financial difficulties specific to CALD cohort.
- Participate in internal team and staff meetings for the purpose of sharing information and reporting on new opportunities.
- Participate in expos, forums and conferences as appropriate and relevant to promote ARA services.

General Conduct

- Employ effective internal communications, keeping others up to date on client needs and related trends.
- Provide services in accordance with organisational policies, procedures, and service models.
- Assist senior management staff with special projects as requested.
- Work closely and collaboratively with other staff and volunteers as appropriate.
- Maintain a database of relevant programs' requirements.
- Keep accurate and timely records of services and case notes.
- Take responsibility for own time management, planning and organisation of work.
- Seek continuous improvement to ensure services are provided efficiently and effectively.
- Maintain confidentiality and privacy of client information.
- Ensure services are culturally sensitive and appropriate.

Reporting

- Provide regularly updates and prepare reports for funding bodies in accordance with specified timeframes, service performance targets and expected project outcomes for Supervisor / Program Manager Client Services' authorisation.

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- Notify the Supervisor of potential business opportunities arising from stakeholder engagement.
- Provide accurate timesheets and mileage records for Supervisor's approval.
- Report any critical incidents, significant issues or concerns to the Manager immediately.

3. PERSONAL CRITERIA

Qualifications:

- A relevant tertiary qualification in areas of Financial Services, Financial Counselling, and/or relevant experience gained from previous employment.
- Current Australian Driver's licence.

Required

Experience & Knowledge:

- Experience in the development and implementation of financial services and/or financial counselling.
- High level of understanding of support services and financial literacy needs of people from CALD background.
- Experience with establishing and maintaining internal and external relationships.
- Experience working with clients from a variety of backgrounds.
- Experience with preparing written reports.
- Experience with public speaking and meeting facilitation.
- Experience working within a multicultural service environment.
- IT literacy and proficiency in Microsoft suite of software programs.
- Understanding of multicultural issues and the needs of the projects and programs aimed at meeting those needs.
- Awareness of 'Strengths Perspective' "Client Centred", and "Trauma responsive" theory and practice.

Desired

Personal Capabilities:

- High level interpersonal skills.
- Ability to think creatively and innovatively about workplace systems and processes.
- Ability to exercise judgement in the application of established procedures and practices.
- Ability to set priorities, plan and organise own work.
- Ability to work in cooperation and consultation as a member of a team.
- Ability to quickly learn new IT software applications.
- Developed interpersonal skills, with ability to work with people of a range of ages and cultural and linguistic backgrounds.
- Strong ethical practices with a specific commitment to:
 - ARA Service Principles;
 - Equal Opportunity and Anti-discrimination;
 - Work Health & Safety;
 - Client-oriented service provision;
 - Child Safe Environment.

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4. WORK HEALTH & SAFETY RESPONSIBILITIES

- Compliance with Agency WHS policies and procedures.
- Active promotion of safe work practices in the workplace.
- Reporting of all hazards, incidents and actions taken to prevent accidents.
- Maintenance of a safe working environment in all locations.

5. SPECIAL CONDITIONS

- Must have evidence of Australian residency or current working Visa.
- Must have DHS Working with Children Clearance, updated every five years.
- Must have or be willing to obtain a Child Safe Environment Certificate.
- Must have or be willing to obtain a First Aid Training Certificate.
- Must be willing to participate in training and development opportunities as part of continued professional development.
- Must own a roadworthy vehicle that is registered and has minimum third party property insurance and be able to use this for work purposes.
- Must be willing to work in various locations within the metropolitan area, the position will be based in Salisbury.
- Must be willing to participate in occasional after-hours work.

6. ACKNOWLEDGEMENT

Signature: _____

Signature: _____

Employee Name: _____

Manager Name: _____

Date: _____

Date: _____