



JOB DESCRIPTION

TITLE OF POSITION:	Team Leader
CLASSIFICATION LEVEL:	Lutheran Community Care Level 4
PROGRAM:	Money Management Program- Alice Springs and Macdonnell Shire
CONDITIONS OF EMPLOYMENT	As per letter of appointment and subject to ongoing funding

OVERVIEW:

Lutheran Community Care has a long history of working with individuals and families on low incomes to provide support and encourage learning about budgeting skills.

Lutheran Community Care has been funded through the Department of Families Housing Communities and Indigenous Affairs to provide Money Management Services in Alice Springs and the Macdonnell Shire as part of the Financial Management Program which is designed to help people increase their ability to manage money. The goals of the program are to develop good money practices within the community and improve living standards, by improving financial literacy and enabling people to handle their own money more effectively. It aims to provide financially vulnerable people and communities with more skills in areas such as internet banking, managing expenses and working towards saving for future expenses.

The aims and objectives of this role are as follows:

- Work with the team to ensure that the vision mission and values of Lutheran Community Care are implemented in this program
- Follow Lutheran Community Care's policies and procedures
- To assist with the set up of the Money Management project in Alice Springs and to lead a team of Money Workers and to provide training and support in practical money management
- To build and maintain links with indigenous communities
- To set up learning opportunities about money management, provide ongoing support and suitable referrals so that people have the ability to meet immediate financial needs and obligations and can put aside money for future goals and expenses
- To deliver support to families and individuals in money management both in a group setting and by individual coaching

EXTENT OF AUTHORITY:

This person will:

- Work under the direction of the Project Manager
- Contribute to the team
- Report to the Project Manager (in Alice Springs)
- Be responsible for
 - Managing and supervising Money Worker staff



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- Interaction and liaison with various community groups and congregations
- Interaction and liaison with various government agencies (e.g. Centrelink staff)
- Ensuring appropriate records are kept of all contacts with clients and that privacy and confidentiality is maintained



CORE BEHAVIOURS:

ROLE	RESPONSIBILITIES & DUTIES	KEY PERFORMANCE INDICATORS
Lutheran Community Care Culture	<ul style="list-style-type: none"> ▪ Is an active member of the staff team which upholds the Christian ethos of Lutheran Community Care as outlined in the vision, mission and values statements ▪ Uphold, understand and support the policies and procedures of Lutheran Community Care 	<ul style="list-style-type: none"> ▪ Continually contributes and supports volunteers and staff ▪ Displays the values of Lutheran Community Care ▪ Is compliant with Lutheran Community Care requirements
Communication & Teamwork	<ul style="list-style-type: none"> ▪ Participates in a supportive environment and in positive and constructive communication between other team members, staff and volunteers ▪ Supports Lutheran Community Care's senior management teams decisions and ensures that all commitments made are followed through ▪ Advise the program manager of emerging issues and critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s) ▪ Actively participates in regular team meetings and reports regularly to the supervisor 	<ul style="list-style-type: none"> ▪ Displays willingness to assist others, shares knowledge openly, cooperates and supports the team ▪ Contributes positively within teams and supports the teams efforts ▪ Is always receptive and open to feedback ▪ Attends team meetings and reports to the supervisor
Occupational Health & Safety	<ul style="list-style-type: none"> ▪ Participates in the establishment and maintenance of safe working conditions by actively cooperating with Occupation Health and Safety guidelines ▪ Ensure that all employees in your area are fully aware of and participate in Lutheran Community Care's OH&S guidelines 	<ul style="list-style-type: none"> ▪ Shows evidence of reasonable steps taken to comply with Lutheran Community Care's OH&S guidelines ▪ Demonstrates action taken in identifying hazards, assessing risks, and reporting incidents ▪ Demonstrated duty of care
Administration & Documentation	<ul style="list-style-type: none"> ▪ Maintain records of activities as required for accountability purposes. ▪ Work within established or negotiated financial and time constraints 	<ul style="list-style-type: none"> ▪ Appropriate records are maintained and reports produced ▪ Follows budgeted allocated expenditure limits ▪ Meets deadlines
Continuous Improvement	<ul style="list-style-type: none"> ▪ Contribute to the delivery of high quality services ▪ Understand and support continuous quality improvement in Lutheran Community Care. 	<ul style="list-style-type: none"> ▪ Participation in quality audits when required ▪ Always searches for better ways and strives for best practice ▪ Actively seeks new ideas from internal and external sources ▪ Embraces and adapts to change.

SPECIFIC TO THE ROLE:

ROLE	RESPONSIBILITIES & DUTIES	KEY PERFORMANCE INDICATORS
Lead a team of Money Workers in building and maintaining links with Indigenous Communities	<ul style="list-style-type: none"> ▪ Supervise and work closely with Money Workers ▪ Support and mentor Money Workers in developing skills and delivery of Money Management Services e.g. training sessions, mentoring of individuals with budget skills ▪ Work with the team to create links with various communities ▪ In consultation with team take into account local requirements for the presentation of materials ▪ Ensure Money Management Services are made available to all relevant communities under their area of responsibility ▪ Ensure Emergency Relief program is made available to all relevant communities under their area of responsibility ▪ Develop work plans and report on those plans to the Project Manager 	<ul style="list-style-type: none"> ▪ Money Workers and team are functioning well ▪ Links with the community are made ▪ Materials are appropriate to the particular community ▪ Work plans are developed and implemented for delivery of Money Management Services and Emergency Relief
Encourage participation in the Money Business program	<ul style="list-style-type: none"> ▪ Through conversation and promotion let individuals, families and communities know of the program and when it will be available 	<ul style="list-style-type: none"> ▪ Participants attend sessions ▪ Repeat attendance at workshops
Co facilitate training sessions in Town Camps and/or communities in MacDonnell Shire	<ul style="list-style-type: none"> • Work with others to present information and group sessions of Money Business • Encourage and support Money Workers towards independent delivery of resources and materials 	<ul style="list-style-type: none"> ▪ Sessions are run ▪ Participant feedback is positive ▪ Money Workers develop presentation and delivery skills
Support and mentor Money Workers	<ul style="list-style-type: none"> ▪ Oversight of Money Workers who are providing one on one coaching in money management skills to participants who want this Service • Provide advice to Money Workers in relation to more complex cases • Determine client financial situations and aspirations • Assist clients in developing budgeting skills and 	<ul style="list-style-type: none"> ▪ Individuals receive one on one sessions on money management ▪ Participant feedback is positive



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	encourage them to stay motivated and monitor progress	
Networking and Advocacy	<ul style="list-style-type: none"> ▪ Be involved in local partnerships and networks with relevant agencies, financial services and local organisations 	<ul style="list-style-type: none"> ▪ Demonstrated list of partnerships and networks with strong relationships in the local context ▪ Knowledge of referral options and appropriate referral of clients
Keep records	<ul style="list-style-type: none"> ▪ Collect data needed for reporting purposes as requested by manager for Money Management Services and Emergency Relief ▪ Data is kept confidential and the FAHCSIA data base is kept up to date (located in the Alice Springs office) 	<ul style="list-style-type: none"> ▪ Statistics are maintained in an accurate and appropriate manner. Ensure client information is kept confidential ▪ Client information is maintained in a safe, secure area ▪ The FAHCSIA data base is up to date. ▪ Information is reported to the LCC Manager on request
Education and Training	<ul style="list-style-type: none"> ▪ Participate in training on budgeting and financial literacy and other training as required by Lutheran Community Care ▪ Participate in personal development through the Financial Management Resource Support Unit ▪ Work closely with Matrix on Board in relation to their own training needs and those of the Money Workers in the Team ▪ Identify training needs (eg First Aid) and advise Manager 	<ul style="list-style-type: none"> ▪ Follow organisation safe working environment guidelines ▪ Attendance at training courses

PERSON SPECIFICATION

Qualifications, Skills, Knowledge, Experience and Abilities

- Ability to work within the vision and mission and values of Lutheran Community Care
- Ability to link with and work within indigenous communities
- Understanding of financial matters as they relate to household budgets
- Good communication skills



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- Ability to work in a team
- Ability to run training programs
- Computer skills
- Ability to be flexible and adapt training material to the person and situation
- Current drivers licence
- Current police check

Attributes that are desirable, but not essential

- Certificate III in Financial Services, Community Services or equivalent or willingness to undertake training in this area
- Experience at working within a community organisation
- Experience at working within indigenous communities