

Position Description

Position No:	PD 2101
Position Name:	Financial Capability Development Manager
Location:	Cairns
Main Group:	Financial Counselling and Capability
Business Unit:	Financial Capability Unit
Organisation View:	<p>The Indigenous Consumer Assistance Network Ltd (ICAN) is a not-for-profit organisation based in Cairns, North Queensland. ICAN provides consumer education, advocacy, and financial counselling assistance services for all Indigenous Australians. Our vision is "Empowering Indigenous Consumers".</p> <p>ICAN Learn is a subsidiary of ICAN that focuses on the development of education, training, empowerment and leadership for the financial counselling, capability and resilience sectors.</p>
Reports to:	Chief Executive Officer
Direct Reports:	2
Award Name:	Social, Community, Home Care and Disability Services Industry Award 2010.
Award Classification:	Level 6
Conditions of Employment:	The staff member is committed to ICAN's policies, procedures, and other legislative requirements concerning best practice, Equal Employment Opportunities (EEO), anti-discrimination and Code of Conduct.
Hours of Duty:	36.25 hours per week
Occupational Health and Safety Responsibilities:	<p>The staff member shall comply, so far as is practicable, with the Workplace Health and Safety Act 2011 (WHS), Regulations, Codes of Practice and ICAN's WHS Policies and Procedures.</p> <p>The staff member shall also comply with instructions given by his or her manager/supervisor in respect of the health and safety of themselves and the health and safety of other persons.</p>
Primary Objectives of the Position:	The Financial Capability Development Manager is responsible for leading the delivery and management of ICAN's Financial Capability programs.

	<p>The FCDM works collaboratively with all ICAN and ICAN Learn business units to develop, implement and evaluate financial capability programs.</p> <p>The FCDM provides leadership to the Business Unit's Financial Capability workforce.</p>
<p>Key Duties and Responsibilities:</p>	<p>Duties and responsibilities include but are not limited to:</p> <ul style="list-style-type: none"> • Design, deliver and evaluate various financial capability products and programs for Indigenous and other consumers, in collaboration with ICAN business units. • Promote the financial wellbeing needs of Aboriginal and Torres Strait Islander people through stakeholder engagement and innovative program design. • In consultation with relevant stakeholders, design, develop, plan, and prioritise project actions; including developing clear project plans that articulate a role for each member of the team. • Effectively engage and maintain key target groups and stakeholder relationships. • Provide day-to-day leadership, support and mentorship to the Business Unit's staff to deliver various financial capability programs. • Assist with the evaluation of all financial capability programs driven by the research and communications business unit. • Identify business opportunities to sustain ICAN's financial capability programs. • Ensure project timeline milestones, contractual obligations and related program reporting requirements (including but not limited to statistics, case studies and data for all financial capability programs) are met. • Proactively manage project issues, risks, and opportunities. • Link with National and State financial capability decision-making bodies to establish ICAN's brand and programs. • Represent ICAN at relevant meetings and forums as required. • Work collaboratively within the Financial Counselling team, promoting the development of the Sustainable Livelihoods framework. • Manage the team's cross-functional collaboration with all internal services in implementing services and processes including internal referrals. • Ensure the program is informed by client voice, aiming to achieve client participation. • Ensure compliance with all relevant financial and legal requirements as applicable. • Travel to regional and remote communities as required
<p>Selection Criteria:</p> <ul style="list-style-type: none"> • <i>Essential Qualifications:</i> 	<ul style="list-style-type: none"> • Bachelor Degree in social justice field and/or demonstrated experience in community development, social work, health or related area.

	<ul style="list-style-type: none"> • Relevant experience attained through previous roles in building financial capability of individuals and communities, community projects and related work. • Demonstrated understanding of the relevant issues and protocols associated with Aboriginal and Torres Strait Islander culture and the ability to communicate effectively with Aboriginal and Torres Strait Islander community members, councils and associated groups. • Financial Literacy Education Skillset <i>or ability to attain</i> • A satisfactory National Police Check.
<ul style="list-style-type: none"> • Desirable: 	<ul style="list-style-type: none"> • To have direct community contacts and a history of working with Aboriginal and Torres Strait Islander Peoples. • Certificate IV in Training and Assessment (TAE40116)
<ul style="list-style-type: none"> • Skills, Knowledge and Expertise 	<ul style="list-style-type: none"> • Proven project management, report writing, facilitation, advocacy, problem solving and negotiation skills. • Experienced people leader having led teams in a collaborative, consultative and inspirational leadership style. • Working understanding of team dynamics. • Demonstrated stakeholder management experience across concurrent work-streams or projects. • Demonstrated experience engaging with key stakeholders to achieve positive outcomes in the delivery of services within the social justice and financial wellbeing space. • Proven experience in working effectively with community groups. • Excellent interpersonal, written and verbal communication skills. • Demonstrated knowledge and understanding of the challenges facing low-income Australians. • Demonstrated ability to problem-solve with sound knowledge, judgement and skills acquired through qualifications and/or previous work experience. • Demonstrated ability to exercise initiative in the development and application of project goals, objectives and outcomes. • Demonstrated knowledge and understanding of geography and demographics to support program design and delivery. • Demonstrated ability to communicate and negotiate effectively both orally and in writing at all levels with stakeholders and target groups. • Proven ability to analyse problems, collect data and prepare reports. • Demonstrated ability to work autonomously and across organisational business units. • Ability to meet strict deadlines and commitments. • Demonstrated experience of the principles of financial capability and proven ability to provide financial capability programs.
<p>Performance Indicators:</p>	<p>The incumbent will:</p>

	<ul style="list-style-type: none">• Meet objectives and activities set out in the work plan.• Ensure program delivery requirements are met.• Engage in practices that will continue to strengthen and support ICAN's key strategic objectives.• Develop and maintain networks within all levels of government and stakeholder groups.• Contribute to regular communication in meetings/practices with the leadership team and other key staff.• Ensure that record keeping and database entry comply with organisational policies, funding requirements and other applicable legislation.
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