

Position Description

Position No:	PD 2102
Position Name:	Financial Capability Worker
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:	Financial Capability Development Manager
Direct Reports:	Nil
Award Name:	Social, Community, Home Care and Disability Services Industry Award 2010.
Award Classification:	Level 4.1 to Level 5.1 [depending on experience]
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:	Under the leadership of the Financial Capability Development Manager, the Financial Capability worker position works collaboratively with all ICAN business units, including ICAN Learn

	to design, develop, implement and evaluate financial capability programs.
Key Duties and Responsibilities:	<p>Duties and responsibilities include but are not limited to:</p> <ul style="list-style-type: none"> • Work as directed to design, deliver and evaluate various financial capability programs for Indigenous consumers. • Deliver various financial capability programs. • Assist with the evaluation of all financial capability programs. • Assist in the collection and reporting of data. • Provide general administrative support as required. • Effectively engage key target groups and stakeholders. • Provide financial education and referrals to financial counselling as needed. • Represent ICAN at relevant meetings and forums as required. • Work collaboratively within the Financial Counselling and Capability team. • Provide 1:1 client support and education in liaison with the financial counselling team as required. • Contribute to ICAN's systemic advocacy work. • Travel to regional and remote communities as required.
Selection Criteria: <ul style="list-style-type: none"> • Essential Qualifications: 	<ul style="list-style-type: none"> • Formal qualifications in a related field (Diploma level or higher) with relevant experience or equivalent level of experience attained through previous roles. • Financial Literacy Skillset <i>or ability to attain</i> • Community education and development experience.
<ul style="list-style-type: none"> • Desirable: 	<ul style="list-style-type: none"> • 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. • To have direct community contacts and a history of working with Aboriginal and Torres Strait Islander Peoples. • Certificate IV in Training and Assessment TAE40110 or TAE40116 or equivalent • Demonstrated understanding of the principles of financial capability and proven ability to provide financial capability programs. • Experience with the development of webinars.
<ul style="list-style-type: none"> • Skills, Knowledge and Expertise 	<ul style="list-style-type: none"> • 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 application of established work procedures and to establish goals, objectives and outcomes.

	<ul style="list-style-type: none"> • Experience in working with groups and individuals in providing education and individual support • Demonstrated experience with record management. • Proficient with using Microsoft 365 software package. • collaborate with FCDM to arrange session delivery • Demonstrated ability to communicate effectively both orally and in writing at all levels within related sector environments • Demonstrated experience in supporting consumers who may have no written language or where English is a subsequent language. • Proven ability to recognise challenges, collect data and relevant information to contribute to reports. • Demonstrated ability to work autonomously and collaborate with the team • Demonstrated Ability to meet deadlines and commitments. • Demonstrated understanding of the principles of financial capability, resilience and wellbeing and proven ability to apply those principles to working with people in varied settings.
<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 training delivery requirements are met promptly. • Engage in practices that will continue to strengthen and support ICAN’s financial counselling and capability services • Develop and maintain networks with communities and related stakeholder groups. Collaborate on deliverables and ways of working • Ensure that record keeping and database entry comply with organisational policies, funding requirements and other applicable legislation.