

POSITION DESCRIPTION

General Information	
Position Title:	Saver Plus Coordinator
Incumbent:	
Function & Team/Program:	Policy & Programs
Location(s):	Brisbane, QLD.
Manager's Position Title:	National Program Manager, Saver Plus
Manager's Name:	Graeme Grice
Date Prepared:	7/01/2019
Prepared By:	Matt Taylor
Approved By:	Mona Malouf

Primary Purpose of this Position <i>(In one sentence - why does the role exist?)</i>
The Saver Plus Coordinator role supports Saver Plus participants to establish a savings habit, build their financial knowledge and skills and save for the children's or their own education. In addition, this position works collaboratively with the Program Manager and ANZ to promote the program to the relevant community networks and support this partnership. The role also coordinates the Saver Plus program within the site boundary (LGA) to meet program targets, KPI's and service delivery standards as per the Saver Plus Partnership Licencing Agreement.

Scope	
Direct Reports to this Position <small>By Position Title</small>	Indirect Reports <small>Total Number</small>
<ul style="list-style-type: none"> Nil 	<ul style="list-style-type: none"> Nil
Financial Dimensions controlled by this Position <i>(Include key financial metrics such as revenue growth, income & expense budget, etc)</i>	
Direct control	Indirect control
e.g. Revenue, Operating expenditure, Capital expenditure, etc <ul style="list-style-type: none"> Nil 	<ul style="list-style-type: none"> Program expense budget e.g: Motor Vehicle Mileage, Catering & venue hire
Other Dimensions of this Position	
e.g. Number of programs, site responsibility, geographic spread of team <ul style="list-style-type: none"> Responsible for recruiting agreed participant targets by EOFY, each year. 	

Setting Priorities <i>(how is work prioritised)</i>	
How often does employee prioritise their own work? Eg. Daily, weekly, monthly, annually, other	Daily, weekly, monthly, annually

How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other	As required during the delivery of MoneyMinded if using guest speakers, or interpreters.
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Key Relationships <i>(Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)</i>	
Internal	<ul style="list-style-type: none"> • National Program Manager, Saver Plus • National Manager Program Quality and Implementation • General Managers • Regional Program Managers • 26 Saver Plus Coordinators (QLD, TAS, SA, WA, NSW/ACT, VIC) • Learning for Life Workers • National PR & Media Advisor • Communications Manager • People & Cultural team members • BIS team members • Corporate Services team members • Volunteer Operations Coordinator
External	<ul style="list-style-type: none"> • Schools (primary and secondary), holiday programs and kindergartens within Local Government area (LGA) • Community groups and organisations (e.g. NGOs, volunteer groups, sports clubs, religious groups, multicultural groups, etc.) • TAFE/Apprenticeship and training centres • Employers (e.g. Chamber of Commerce, shopping centres, recruitment agencies etc.) • Government, Centrelink, Housing Department, Local Government, other • Media (Newspaper, Radio, TV) • ANZ Branch staff including District Managers and Branch Managers • Manager, Financial Inclusion, ANZ Group Corporate Affairs • Saver Plus National Office team members (Brotherhood of St Laurence)

Key Decision Making in this Role <i>(What are the key decisions and recommendations made in this role?)</i>
<p>Decisions Expected</p> <p>In accordance with Saver Plus Licensing Agreement</p> <ul style="list-style-type: none"> • Day-to-day program delivery including promoting the program, recruiting participants, monitoring and supporting participants and managing completions • Facilitating MoneyMinded workshops including sourcing venues and catering
<p>Recommendations Expected</p> <ul style="list-style-type: none"> • Feedback attaining to program delivery (Saver Plus & MoneyMinded) • Delivery recommendations based on observations and experiences relating to social issues

Key Responsibilities / Accountabilities <i>(List the major areas from largest % of job to smallest)</i>	
Major Area: Community Engagement and Marketing / Promoting of Saver Plus Program	% of Job: 50%
Implement a comprehensive community engagement plan which aims to promote and build local community awareness	
Develop and maintain an effective referral network of local schools, Community Groups, TAFE, Employers and Government and any other relevant networks	
Promote and market the program to members of this network to assist with recruitment of potential participants and to ensure all are well informed about eligibility and the referral process	

Deliver engaging information sessions to groups of interested potential participants from networks above	
Develop positive relationships with the ANZ staff including District Manager & Branch Managers within LGA	
Regularly review promotional activities to develop new and maintain existing referral networks of local schools, community groups and other relevant organisations.	
Major Area: Recruiting participants	% of Job: 15%
Respond to initial enquiries via phone within 2 working days	
Arrange & conduct face-to-face interviews with potential participants to assess eligibility to be bought onto the Saver Plus Program	
Encourage participants to provide feedback and where required work with program evaluators.	
If ineligible refer participants to appropriate support services where necessary	
Major Area: Facilitating MoneyMinded workshops	% of Job: 15%
Organise & facilitate MoneyMinded workshops to groups of eight (8) or more participants within 3 - 4 months of starting program	
Source venues (free if possible) within LGA and arrange light refreshments for workshops	
Major Area: Monitoring and supporting participants including managing matched funds process	% of Job: 15%
Review participants savings to ensure they remain eligible to receive matched funds	
Monitor Saver Plus database monthly (once upload occurs around 7th day of each month) and run activity and goal export reports	
Work with participants who may need additional support with their deposits	
Assist participants (as required) with matched funds paperwork	
Maintain accurate and confidential participant files in a locked filing cabinet	
Maintain comprehensive case notes around conversations with participants using the Saver Plus Database	
Provide monthly reports to Program Manager around program delivery in site	
Ensure compliance with all relevant Saver Plus policy and procedures	
Major Area: Participation and Team Building	% of Job: 5%
Be an active and engaged team member including participating in team meetings as required	
Maintain a safe workplace by ensuring adherence to Work, Health & Safety policies and procedures and relevant legislation	
Ensure compliance with all relevant organisational policies and procedures	

Key Challenges in Achieving Goal(s): *(What are the key challenges faced by this role in meeting goals/objectives)*

- The capability and capacity to meet Licencing Agreement contractual targets (KPIs)
- Ability to market and promote to stakeholders within Local Government area (LGA)
- Effective time management
- Support through direct contact with non-goal achieving participants to reach their goal
- Deliver MoneyMinded to 100% of participants prior to completing savings period
- Varied working arrangements, with an ability to undertake occasional out of office work hours
- Providing an equal experience to participants from NESB groups

- Compliance with funding requirements
- Program milestones and limited resources
- Ability to work in a sensitive way in a cross cultural environment

Qualifications, Experience and Competencies: *(What background, knowledge, experience or competencies are required to perform the role at the expected level?)*

Education / Qualifications / Memberships:	Essential	Desirable
	<ul style="list-style-type: none"> • Current State drivers licence including a Roadworthy vehicle • Successful Criminal History Check • Successful Working with Children Check 	<ul style="list-style-type: none"> • Tertiary or degree qualification – Marketing, Education, Community Services or equivalent
Experience:	Essential	Desirable
	<ul style="list-style-type: none"> • Experience in program delivery / coordination • Demonstrated experience in facilitating and delivering training to diverse audiences. • Experience with working with targets & KPI's and achieving required outcomes 	<ul style="list-style-type: none"> • Knowledge of financial inclusion programs • Certificate IV in Training & Assessment • Knowledge of direct marketing or similar
Competencies:	Essential	Desirable
	<ul style="list-style-type: none"> • Skills and confidence to promote and market the Saver Plus program to schools, TAFE's, Media and Community groups • Strong interpersonal skills and ability to build relationships with a diverse range of stakeholders • Direct F2F marketing experience • Ability to work autonomously • Facilitation / group work skills to deliver MoneyMinded workshops. • Excellent communication skills, written and verbal, including computer literacy and experience producing correspondence and reports • Public speaking skills and able to present in a professional and courteous manner • Good problem solving skills • Flexibility in accommodating change • Excellent administrative and time management skills 	<ul style="list-style-type: none"> • An understanding of 'Financial Exclusion' in the community, and the impact on lower income families.