

Forster Neighbourhood Centre Inc.

trading as **Great Lakes**
Neighbourhood Services



1 Coral Avenue Tuncurry NSW 2428

PO Box 314 FORSTER NSW 2428

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ABN 24282113607

Cover Letter

No Interest Loan Scheme (NILS) Positions: Interview and Administration Components.

Please be advised that the NILS is currently in transition and moving to an electronic application submission process together with primarily electronic transfer of monies. Therefore, some job description components may change moving forward.

Applicants may submit for both components if they feel they have to competency to achieve what is needed within both job descriptions.

NILS will attract remuneration of either level 3 or level 4 of the SCACADS Award depending on qualifications and experience the successful applicant(s).

Applications must address the selection criteria and have two referees identified in their application letter.

Applications are to be marked 'confidential' and addressed to the GLNS Manager and must be received at 1 Coral Avenue no later than 4pm Thursday 5th April 2018. Application can also be addressed to the Manager, P.O. Box 314 Forster NSW 2428 (but please post no later than Tuesday 3rd April 2018).

All enquiries to the GLNS Manager, Trish Wallace, on 0418 330 225 (noting that Tuesday 20th March is not a good day to make contact, however if you leave a message trish will get back to you ASAP).



great partnerships great communities
Great Lakes Neighbourhood Services is currently supported financially by:
~ The State Department of Families & Community Services
~ The Commonwealth Department of Social Services
~ NSW Fair Trading & the National Australia Bank
~ Communities for Children
~ Forster Bowling Club
~ Club Forster

Great Lakes Neighbourhood Services acknowledges the Worimi Elders, both past and present, as the original custodians of the land we operate from



Great Lakes No Interest Loans Scheme (NILS)

Objective: Great Lakes NILS is committed to achieving a more just and equitable society for people living on low incomes by promoting economic and social participation in a market which has resulted in structural and financial forms of exclusion.

This enables the purchase of essential household items and is achieved through the provision of safe, fair and affordable credit for without interest or fees, where other financial assistance is unavailable.

By providing timely information and appropriate referrals, NILS provides a holistic response to the needs of people living on low incomes helping them gain some form of financial control and empowerment in their lives.

Position Description - Loans Interview Component

All NILS Workers are to be aware of and work within and abide by the Good Shepherd's NILS Policy and Procedures and abide by Centrelink's protocols as an accredited centrepay organisation.

1. Client Assessment and Service Delivery

- Interview loan applicants and assess their eligibility to submit their application
- Liaise with relevant parties on client loan applications
- Finalise client loan applications and submit to Loans Manager
- Provide non-financial support to loan recipients such as referral to financial counselling or legal aid and/or social inclusion programs
- Resolve any issues or problems arising within the loan interview process such as help with completing the applicant's budget or offering information on more affordable items and/or more efficient items

2. Data Collection and Reporting

In collaboration with other NILS staff:

- Maintain all records of the loans process, including statistical information required by Good Shepherd Microfinance and the funding bodies
- Prepare NILS Report within GLNS' Annual Report and submit to GLNS' Manager
- Provide reports as per the funding agreements.



3. Service Administration

In collaboration with other NILS staff:

- Develop, maintain, review and update service documents and systems
- Complete service reports quarterly and submit to the GLNS Manager for the attention of the Management Committee
- Attend to service correspondence
- File and archive
- Develop, implement, maintain and review service delivery policies and procedures
- Record service complaints and grievances and inform the GLNS Manager
- Record and respond to all correspondence
- Maintain clear, accurate, comprehensive and confidential files
- Take responsibility for the day to day clerical duties necessary for the smooth running of Great Lakes NILS
- Maintain time sheets

4. Communication and Service Promotion

In collaboration with other NILS staff:

- Attend appropriate staff meetings and NILS training and conferences as authorised by the GLNS Manager
- Attend bi-monthly support and supervision meetings with the GLNS Manager
- Establish and maintain networks and positive working relationships with other government and non-government organizations
- Plan and implement service promotion activities to clients, service providers and the broader community.
- Develop, maintain, review, update and distribute service promotional materials
- Participate in community building events, service expos etc as required or directed by the GLNS Manager
- Liaise with relevant stakeholders on common projects
- Participate in GLNS Planning / Evaluation Days
- Attend GLNS Annual General Meeting
- Attend Interagency Meetings and other miscellaneous internal and external meetings as directed

5. Workplace Safety

- Ensure all Workplace Safety requirements are adhered to and any accidents / incidents / complaints are recorded and reported to the Manager as soon as possible.

7. General

- Carry out other duties as directed by GLNS Manager
- Adhere to GLNS policies and procedures.
- Meet performance standards as agreed with the Manager.



Position Title:	GL NILS Loan (Interview) Officer
Work Location:	1 Coral Avenue Tuncurry NSW 2428
Reports to:	GLNS Management Committee via GLNS Manager

Funding	The position is funded until June 2020 by Fair Trading and DSS via Good Shepherd Microfinance
Partners	The National Australia Bank & Good Shepherd Microfinance, auspiced by Great Lakes Neighbourhood Services, GL NILS delivers the service to residents within the former Great Lakes LGA (now part of MidCoast Council)
Hours & Days	TBC (approximately 12 -14 per week, overlapping with the Loans Management Officer position - to be negotiated)
Selection Criteria	<p>Tertiary qualifications in community/human services or related discipline.</p> <p>Excellent communication skills - this is a people-orientated position.</p> <p>Able to engage with applicants in loan interviews, confident to raise and explore individual challenges and to have that 'hard conversation' where necessary.</p> <p>A working knowledge of personal budgets and how to keep to them, and able to analyse affordability of loans for an individual.</p> <p>A good understanding and working knowledge of issues relevant to vulnerable consumers such as financial hardship, family violence, mental health and cultural diversity.</p> <p>A strong working knowledge of other services available for low income families.</p> <p>Strong computer skills. Able to quickly develop proficiency in specific customer databases (E.g. NILS4, NILS App & FINpower).</p> <p>Good time management skills and able to focus - it is anticipated that approximately 8+ interviews could be booked in over a 2 day period, together with cross-over administration time with the Loans Manager, all within a busy Neighbourhood Centre.</p> <p>Able to work within a community-based incorporated association.</p> <p>Able to work cooperatively as part of a small team.</p> <p>Able to work to defined performance criteria.</p>
Key Responsibilities	<ul style="list-style-type: none"> ▪ Outlined within the Job Description GL NILS Loans Interview Component (Client assessment & service delivery, Data collection and reporting, Service administration, Communication and service promotion & Workplace Safety/General)