



Position Description

Position Title	Financial Capability Worker
Reporting to	Intake and Case Management Coordinator
Hours of work	0.1 FTE (3.8 hours per week)
Classification	SCHADS Level 4
Program	Counselling, Wellbeing and Emergency Relief
Position Location	Doncare Head Office, Doncaster, VIC
Tenure	Fixed Term 12 months with the possibility of extension
Date	October 2026

About Doncare

Doncare is a not-for-profit community and counselling service that provides support to families and individuals of all ages to access opportunities that will assist them in their daily living and enhance family functioning. Doncare provides high quality services in the areas of Counselling, Emergency Relief, Case management, Family Violence Services, Family Services, and Social Support for Seniors. You can find information about our organisation, Vision, Purpose and Values in the [Doncare Strategic Plan](#) on our website.

Our Child Safety Commitment

Doncare is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the center of all that we do. Whilst all Doncare programs and activities may not involve regular contact with children by members, volunteers and employees, all programs and activities will be subject to the Child Safety Policy.

Position Statement

As a trusted member, the Financial Capability Worker will work under the direction of the Intake and Case Management Coordinator and the wider Doncare leadership team to help people to build long term capability to budget and manage their money better, and make informed choices. They provide support, advice and coordination to deliver a full range of role responsibilities including:

- Assess financial situations and eligibility for support.
- Provide one-on-one support to clients to help them understand their income, expenses and budgeting requirements.

- Support clients to develop their financial literacy and work towards their financial goals.
- Refer clients to other services where appropriate.

Key Result Areas, Responsibilities and Performance Measures

Key Result Areas	Responsibilities	Performance Measures
Financial Assessment	• Assess financial situations of prospective clients.	• Eligible clients are identified and supported. • Intake workers are supported with the financial assessment part of their role.
Financial Literacy	• Run workshops and provide one on one support for clients and staff to improve their understanding of their income, expenses and their budget.	• Clients are successful in understanding these terms and can identify the financial goals and have the knowledge of the things they can do to achieve them. • Staff increase their knowledge in this topic.
Money Management	• Build clients skills in money management, giving them confidence to resolve financial difficulties.	• Clients are confident in what they need to do.
Work Health and Safety	• Have an awareness of OH&S policies and incident reporting and the expectation that OH&S is everyone's responsibility.	• Report any incidents or near misses for hazards reduction.
Expectations and directives in relation to policies and procedures and Doncare's mission, vision and values	• Organisational expectations and directives in relation to policies and procedures and the organisations mission, vision, and values.	• Ensure all interactions are undertaken in accordance with the expectations as outlined in Doncare's Code of Conduct.
Quality	• Quality and Continuous Improvement activities.	• Participate in continuous improvement activities as identified.

The employee will be expected to perform other duties outside those set in the Position Description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the agencies operational needs.

The Position Description may be amended from time to time at the organisation's discretion and with changing requirements. Where there is inconsistency between KPI's in this Position Description and those within the Agency's objectives, the Agency's Objectives will stand.

Key Selection Criteria

Required Qualifications

- **Financial Literacy Units:** Completion of specialized financial literacy education units, such as:
 - CHCEDU005 – Identify financial literacy education needs
 - CHCEDU006 – Improve fundamental financial literacy skills
 - CHCEDU007 – Provide group education on consumer issues
- Tertiary qualification at Diploma level (or higher) in Community Services, Psychology, Social Work or a similar field or equivalent demonstrated experience.
- This position requires a Police Check and a Working with Children Check prior to commencement.

Required experience and skills

- Outstanding verbal and written communication skills to effectively foster relationships with clients, colleagues and key stakeholders.
- Demonstrated experience of working in environments where a high degree of judgement, confidentiality and sensitivity is required
- Proven ability to work in a team with an understanding and commitment to teamwork and an ability to work with a diverse range of people.
- Demonstrated ability in time management, setting priorities and planning work effectively.
- Demonstrated resilience and ability to pivot with changing goals and tasks.
- High level of integrity and reliability.
- Advanced skills in Microsoft Office suite (Word, PowerPoint, Excel and Outlook) and data management systems.

Desirable skills

- Demonstrated professional experience within the not-for-profit sector.

Diversity and inclusivity are important to Doncare. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds, LGBTQIA+ people and people with a lived experience of disability.