



## Position Description

<b>Position title</b>	Administration Support Volunteer - Microfinance
<b>Position code</b>	V0601903
<b>EFT/Hours</b>	As agreed
<b>Team /program area/ location</b>	Microfinance Unit
<b>Reports to</b>	Microfinance Team Leader

### Good Shepherd Youth and Family Service

Good Shepherd Youth and Family Service is a member of the network of national and international organisations sponsored by the Good Shepherd Sisters.

Good Shepherd Youth and Family Service provides a range of services to women, young people, families and children across five regional locations. Programs and services fall within the four key focus areas of women and girls, youth and families, financial inclusion and community strengthening. Programs include youth support services, financial counselling, housing, microfinance, family violence, wide-ranging family and children's services, social policy and research.

We look through the prism of our mission and spirit to determine and value our work. We are committed to social justice, community capacity building, openness to change and innovation, and the dignity and potential of every human being.

### Unit/Location/Program Area

The Microfinance Unit currently operates from the High Street, Northcote location, with a national focus to coordinate, deliver and develop:

- No Interest Loan Scheme<sup>1</sup> (NILS<sup>®</sup>)
- The Good Shepherd Buying Service
- Traders Charter project
- StepUP low interest loan (National)
- NILS Network (National, Victoria, Queensland)
- AddsUP Matched Savings Plan

The Microfinance Unit has a strong history of advocacy and service in the provision of

<sup>1</sup> NILS<sup>®</sup> is a registered trademark of Good Shepherd Youth and Family Service

financial services for people on low and limited incomes. It is a strong belief of Good Shepherd Youth and Family Service that access to credit and financial services is a basic element of citizenship and essential to participation in society and the Agency has been providing these services (particularly NILS) since 1981.

The team of 18 staff within the Microfinance Unit lead the development, delivery and resourcing of a suite of microfinance initiatives around Australia including:

- **No Interest Loan Scheme (NILS):** these small loans (\$800-\$1200) have no interest or charges and are available to purchase essential household items.
- **Good Shepherd Buying Service:** this free statewide telephone service assists people on low and limited incomes to purchase, new and discounted, essential household items through our network of traders.
- **StepUP Loan:** these low interest loans (\$800 - \$3000) were developed in partnership with National Australia Bank, are available to purchase essential household items, second hand motor vehicles, and computers and offered from *55 locations* across Australia.
- **NILS Network Coordination:** the Microfinance Unit is responsible for the coordination of the Victorian NILS Network and the National NILS Network. NILS is available in every state and territory throughout Australia and programs now number *in excess of 300*.
- **AddsUP:** a matched savings plan developed with National Australia Bank to build on the financial capability developed by individuals who have paid off a NILS or StepUP Loan.

(more information can be found at - [.goodshepvic.org.au/microfinance](http://.goodshepvic.org.au/microfinance))

#### Program quality requirement

1. GSYFS Strategic plan 2010 - 2015
2. GSYFS Policy manual
3. GSYFS Microfinance unit plan
4. NILS policies and procedures
5. StepUP policies and procedures
6. AddsUP policies and procedures

#### Position summary

The Administration Support Worker - Microfinance is part of a national team providing a range of innovative microfinance services to people on low and limited incomes in a social justice/non-judgmental context.

The Administration Support Worker - Microfinance has a key support role for the Microfinance programs. The worker will be required to provide general administrative support to a small team including word processing, updating databases, responding to telephone enquiries, maintenance of the filing systems (electronic and hard copy) and some accounts including reconciliation.

### **Key accountabilities**

The Administration Support Worker will be required to:

#### **Agency ethos and values**

1. Work within the Christian ethos of the Agency which has a strong commitment to social justice
2. Respect people, their circumstances and decisions

#### **Program requirements**

3. Provide high level administrative support to Microfinance team members
4. Provide advanced word processing skills including formatting and proof reading of documents, preparation of correspondence, data entry and generation of reports
5. Update databases, other soft and hard records and files and prepare reports as required
6. Manage enquiries etc and distribute information as required
7. Other duties as required

#### **Professional requirements**

6. Maintain a high standard of administration associated with the service
7. Prepare a work plan in conjunction with the Microfinance Team Leader
8. Manage own role and responsibilities in a varied work environment
9. Participate in regular team meetings and individual supervision
10. Communicate appropriately in a range of contexts

### **Key selection criteria**

1. Demonstrated understanding of social justice principles
2. Demonstrated highly developed administrative and data management skills
3. Excellent interpersonal and communication skills
4. Strong organisational skills and a demonstrated capacity to work flexibly and within tight timelines
5. An eye for detail and following processes through
6. High level of computer literacy, including advanced word processing and experience with data base and spreadsheet software
7. Qualifications in Business Administration highly desirable

### **Key performance indicators**

1. Records are current, accurate and systematically stored
2. Assistance to Microfinance team members is timely
3. All records are maintained accurately

Program relationships	
Internal	External
Microfinance unit staff	NILS <sup>®</sup> and StepUP Providers
GSYFS staff	Community groups
	National Australia Bank representatives
	Visitors and callers to GSYFS Northcote

Additional information
<p>This position is based at the site, however the role may require a volunteer to work across other sites from time to time or to change sites.</p> <p><b>Occupational Health and Safety (OH&amp;S)</b> All volunteers are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&amp;S.</p> <p><b>Pre-existing injury</b> Before any person can be appointed to this volunteer role it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position. This will assist the Agency to provide a safe workplace.</p> <p><b>Equal opportunity</b> GSYFS is an equal opportunity employer. All volunteer workers have a responsibility to be familiar with the GSYFS <i>Harassment, discrimination and workplace bullying prevention and management policy</i>.</p> <p><b>Policies and procedures</b> All volunteer workers have a responsibility to abide by the Agency policies and procedures, including the <i>GSYFS Volunteer charter, Code of conduct and service, Privacy policy, Feedback and complaints policy</i> and program procedures.</p> <p>Volunteer work is subject to:</p> <ul style="list-style-type: none"> <li>• a current Working with Children Assessment Notice/Card</li> <li>• a current Police Records Check.</li> </ul>

**Annual review and planning**

This position is included in the Agency's annual review and planning processes. An initial review will take place three months following commencement of the role and then annually or on exit.

**Volunteer name**

**Volunteer signature**

**Date** / /

**Manager name**

**Manager signature**

**Date** / /

## Duty statement

<b>Position title</b>	Administration Support Worker - Microfinance
<b>Unit/location/program area</b>	Microfinance Unit, Northcote
<p>The Administration Support Worker - Microfinance will be required to undertake the following duties:</p> <p><b>Administrative support - general</b></p> <ul style="list-style-type: none"> <li>• Records management of databases and spreadsheets as required by Microfinance Unit team members</li> <li>• Provide support for promotional activities using Microsoft Word, Publisher and Power Point</li> <li>• Take minutes of meetings</li> <li>• Report management – electronic and manual</li> <li>• Follow-up on data collection with the National NILS Network, including verifying information via telephone and email contact</li> <li>• Reception duties as required</li> <li>• Other duties as agreed with the Microfinance Team Leader</li> </ul> <p><b>Life of the Agency</b></p> <ul style="list-style-type: none"> <li>• Participate in Microfinance team meetings</li> <li>• Participate in supervision meetings</li> <li>• Participate in microfinance administration worker meetings</li> </ul>	

Information for applicants
For <b>more information</b> about the position please contact: <b>Kay Davis, Microfinance Team Leader, 9495 9609</b>
Please address the <b>key selection criteria</b> if you wish your application to be considered.
Background reading for your application and interview includes the <a href="#">GSYFS Mission statement</a> and the relevant <a href="#">program information</a> identified on our <a href="#">home page</a> .
The <b>closing date</b> for applications is
Please forward your applications to:
<b>Interviews</b> will be held on:

---