

Financial Mentor Community Support Worker

**Position title Financial Mentor Community Support Worker**

**Reporting to Financial Mentor Team Leader**

**Staff reporting N/A**

**Our context**

Wellington City Mission (WCM) is a faith-based community organisation that has been supporting those in need in the Wellington region though the provision of social services since 1904.

**Our vision**

*People and communities empowered, transformed and experiencing fullness of life.*

**Our values**

Aroha / Love Tūmanako / Hope

Whanaungatanga / Kinship Manaakitanga / Generosity

**Purpose of the role**

Our Financial Mentor Community Support Workers are a part of our Wellington City Mission, Community Support Services. Our Financial Mentoring Community Support team’s purpose is to improve the financial well-being of service users, their family and whānau along with enhancing and supporting individuals and whanau.

The financial mentor Community Support role is to assist set goals and structure a financial plan that can develop into a strong budget. As well as supporting people in the community.

**Representative responsibilities and outcomes**

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| **Responsibility**  | **Outcome**  |
| **Finance/Community Support** |
| **Financial Services and Community Support Work** | * Meet with all assigned service users to identify the level of need and debt and negotiate the level of service required.
* Maintain regular contact with assigned service users, providing information, coaching and support.
* Support service users to develop a focused ‘financial plan of action.’
* Advocate with creditors and/or other lenders, on service user’s behalf, where necessary.
* Provide financial education and coaching.
* Review service with service users frequently
* Manage a caseload, and work alongside colleagues to provide effective supports and planning.
* Report concerns regarding behaviours, inaccuracies, and gaps in service.
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| **Financial Advocacy** | * Advocate with key agencies’, both community and Government, on behalf of service user, where appropriate.
* Liaise with other WCM staff as necessary for service user support.
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| **Community and Cultural Capability**  | * Has a willingness to develop and grow in understanding of community and cultural needs
* Has a curiosity about lifestyles, mental health, ethnicities and cultural differences
* Understands supporting choice, duty of care, and person-centred approaches
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| **Meetings / Liaison / Networking** |
| **Internal**  | * Attend meetings as required.
* Attend internal supervision with Financial Mentor Team Leader, as requested.
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| **External**  | * Attend external supervision, as agreed with Financial Mentor Team Leader.
* Establish and maintain contact with relevant external services, and attend community meetings as required
* Liaise with agencies and creditors involved in the service users financial plan of action.
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| **Administration** |
| **Personal**  | * Regularly update professional knowledge and information.
* Record all work in a timely (within 24 hours) on the database
* Maintain accurate, legible files, reviewing frequently.
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| **Health and Safety** |
| Comply with WCM’s health and safety practices and processes. Failure to follow may be considered serious misconduct.  | * Adhere to WCM policies and procedures, including best practice and appropriate legislation.
* Utilise colleagues to maintain safety where needed and debrief with management and colleagues when necessary
* Policies and guidelines are adhered to regarding handling cash and accounts.
* Report all concerns related to H&S so that these can be resolved where possible
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**Person specification**

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| **Essential**  | **Desirable**  |
| **Qualifications** |
|  | Fincap  |
| **Knowledge and experience** |
| Working with vulnerable groups and individuals | Ability to lone work, and be organised |
| Cultural competencies and understanding | Experience of Team Work |
| High numeracy/financial management skills | Understanding of the significance of confidentiality and privacy |
| Competency in Microsoft Office applications |  |
| Commitment to the provision of quality services | Demonstrated experience in managing challenging behaviours |
| Well-developed communication skills |  |
| **Attributes** |
| Honest | Curious above judgemental  |
| Reliable |  |
| Empathetic |  |

**Key relationships**

|  |  |
| --- | --- |
| **Inside WCM** | **Outside WCM**  |
| FM team members - support | Relevant Government and community organisations – Networking and support |
| Team Members Community Support |  |
| All Wellington City Mission staff – Professional support and teamwork | Relevant referral agencies and personnel – Networking and support |
| Service Users – Service provision, support and guidance |  |

**Driver’s licence**

This position does require the position holder to have a current car drivers’ licence.

**Place and hours of work.**

The normal place of work is 19 Gordon Place, Newtown, Wellington until late 2024 when Whakamaru will open. Working in the community across a variety of WCM bases.

This is a full time position. Normal hours are 37.5 hours per week, predominantly Monday to Friday, **between** 8.30am – 7.00pm, with possible hours on weekend as required by services - unless otherwise agreed with WCM.