



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 through 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 whānau.

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

Responsibility	Outcome
Finance/Community Support	
Financial Services and Community Support Work	<ul style="list-style-type: none"> • 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.
Financial Advocacy	<ul style="list-style-type: none"> • 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.
Community and Cultural Capability	<ul style="list-style-type: none"> • 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
Meetings / Liaison / Networking	
Internal	<ul style="list-style-type: none"> • Attend meetings as required. • Attend internal supervision with Financial Mentor Team Leader, as requested.
External	<ul style="list-style-type: none"> • 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.
Administration	

Personal	<ul style="list-style-type: none"> Regularly update professional knowledge and information. Record all work in a timely (within 24 hours) on the database Maintain accurate, legible files, reviewing frequently.
Health and Safety	
Comply with WCM's health and safety practices and processes. Failure to follow may be considered serious misconduct.	<ul style="list-style-type: none"> 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

Person specification

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 full drivers' licence.

Place and hours of work.

The normal place of work is at Whakamaru, 4 Oxford Terrace, Mount Cook, Wellington. 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.