

Position Description – NILS Worker

Castlemaine Community House (CCH) is one of 400 community houses in Victoria. Also called neighbourhood houses and learning centres, these local organisations provide social, educational and recreational activities for their communities in a welcoming environment.

CCH operates out of several sites, with a head office in the township of Castlemaine. It is staffed by both paid and voluntary workers and encourages the participation of all members of the community. More than 300 people attend programs and activities at the house including:

1. Pre-accredited training
2. A range of community development programs and activities
3. Centrelink and Medicare agent
4. No Interest Loans Scheme
5. Public Internet Access Program

Principles and Practices:

CCH works in a community development framework, encouraging change and growth to improve the social, environmental and cultural infrastructures within the local community and individuals. CCH seeks to be inclusive and supportive of people from diverse background and varying abilities via our committed to:

1. Social justice and democracy at all levels
2. Progressing environmental issues
3. Lifelong learning
4. Developing programs to meet the needs of the isolated and marginalised.

All staff, volunteers and management are bound by the following statement of values:

1. Respect:

We value the inherent dignity and equality of all people regardless of their circumstances

2. Justice:

We value equality of opportunity, social inclusion and consistency of outcome for all

3. Commitment:

We value our responsibility to the community and the environment in line with our Mission and Vision.

4. Integrity:

We value consistency between word and deed

5. Accountability

We value the acceptance of personal responsibility

6. Co-operation:

We value working together towards our goals



Position title: NILS Worker

Reports to: Martyn Shaddick (Manager)

Hours: 6 per week

Term: On-going

Position Purpose:

NILs (No Interest Loans) provides individuals and families on low incomes access to safe, fair, and affordable credit, as an alternative to pay-day lenders and rent to buy schemes. Maximum loan amounts vary but can be as little as \$300 or as much as \$2000, for essential goods and services. The loan has no fees, no charges, and no interest, ever.

NILs is part of Good Shepherd Australia New Zealand's economic participation and wellbeing programs. It was originally established by the Good Shepherd Sisters in 1981, when youth workers in Collingwood (Victoria) found that a lack of access to cash for essential household items was a major impediment to people trying to improve their circumstances. Unwilling to let these people go without, the Good Shepherd Sisters began a program that offered these individuals access to funds, in the form of a loan with no interest or fees to purchase essential items.

Good Shepherd now works with the corporate, government and community sectors to create people-centred programs that enable clients to realise their own economic wellbeing, as they define it themselves. This approach leaves clients feeling valued and in control of their finances and lives. Good Shepherd has partnered with over 170 community organisations with over 600 sites nationally to deliver NILs.

Castlemaine Community House (CCH) is one of the organisations that has partnered with Good Shepherd to deliver NILs to individuals and families on low incomes. As a Client Support Provider (CSP), CCH is responsible for taking NILs enquiries, assisting clients to apply for NILs, and promoting NILs in the community. Good Shepherd provides CCH with training and resources to deliver NILs to the community.

Applicants are encouraged to visit the Good Shepherd and NILs websites to learn more:
www.goodshep.org.au AND www.nils.com.au



Role Dimensions:

- Treat others with respect and dignity and support all policies and procedures.
- Client focused and demonstrates empathy towards clients and staff.
- Non-judgemental.
- Develops positive relationship with clients, identifies and analyses client needs and advocates and negotiates effectively on behalf of clients and arranges appropriate referrals.
- Respects differences in culture, styles and views of others and respectfully provides own point of view.
- Listens attentively, is courteous and adapts style to clients.
- Is calm when faced with crises or difficulties and is proactive and self-motivated.
- Recognises own limitations and impact of own behaviour and emotions on others.
- When faced with a challenging experience, maintains self-care and composure, and seeks support when required.
- Engages and contributes to creating a positive team spirit.
- Understands, complies with relevant legislation, and applies policies, system, procedures, practice models.
- Solutions focussed.

Responsibilities:

- Ability to establish rapport with clients from diverse backgrounds, some with complex needs and provide efficient and high-quality service. Experience in any of the following areas would be advantageous: retail, hospitality, sales, banking, education, or other customer service environment.
- Strong numeric capability.
- Excellent spoken and written English; multilingual would be advantageous.
- Good administrative skills, such as appointment management, record keeping and filing.
- Competent computer skills, including Microsoft Office and use of customer databases, with an ability to pay attention to detail.
- The capacity and commitment to work in alignment with the values of CCH
- Ability to protect and maintain client confidentiality and adhere to legislative privacy principles.





Key Responsibilities	Key Tasks
1. Enquiry and Application Support	<ol style="list-style-type: none">1. Receive and follow up enquiries and book interviews.2. Enter information into loan application. system according to NILs guidelines.3. Explain NILs process and requirements to clients.4. Provide support to clients to enable them to gather required documentation for NILs application.5. Identify other needs and refer to other services where appropriate.6. Use phone, email, or SMS communications to follow up with clients for Interview reminders or documentation requirements.
2. Promotion	<ol style="list-style-type: none">1. Work with CCH to support the promotion of NILs.2. Distribute information about NILs to relevant local organisations.
3. Conduct Interviews	<ol style="list-style-type: none">1. Conduct face to face or telephone interviews with NILs clients.2. Assist clients to complete the loan application requirements.3. Assist clients to complete a budget.4. Seek appropriate authorisation/consent from clients for the purposes of processing NILs application, in accordance with specific guidelines.5. Use phone, email, or SMS communications to follow up with clients to complete NILs application.
4. General Administration	<ol style="list-style-type: none">1. General administration tasks to support NILs provision.2. Photocopying or scanning documents.3. Preparation of standard letters, emails, or SMS, as required.
5. Development	<ol style="list-style-type: none">1. Keep up to date with NILs policies and procedures.2. Attend relevant training.3. Attend NILs network meetings and other events when possible.4. Read newsletters and other information provided by Good Shepherd.



Additional Information:

Workplace Health and Safety (WH&S): All NILs workers 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 cooperating with any measures introduced in the workplace to improve WHS.

All NILs workers have a responsibility to be familiar with and adhere to Castlemaine Community House's policies and procedures.

Privacy and confidentiality: All NILs workers will be required to protect and maintain client confidentiality and always adhere to the legislative privacy principles.

