



metro assist

Financial Inclusion Support Worker (No Interest Loans Scheme)

Metro Assist (formerly Metro Migrant Resource Centre) is seeking a motivated Financial Inclusion Support Worker to join our dynamic organisation which is committed to making a positive impact in people's lives.

Metro Assist is committed to social justice and empowering our clients to achieve their full potential in life. We provide settlement services, employment support, family services, emergency relief, tenancy advice, financial counselling and undertakes community development projects and initiatives. More information about us is available on our website: www.metroassist.org.au

About the Role

If you are looking for an opportunity to support clients facing financial hardship, and improve their financial capacity & literacy, then this role is for you.

The No Interest Loan Scheme (NILS) is a microcredit program providing fee and interest free loans of up to \$2000 to low income earners for the purchase of essential household or medical goods and services.

The Financial Inclusion Support Worker (NILS) works collaboratively with the Financial inclusion team to administer existing NILS loans. The Financial Inclusion Support Worker will support clients to submit loan applications for approval, and where the client is not eligible, refer the client to appropriate services.

The salary is based on the SCHCADS Award with Above Award rates of pay, generous salary packaging options are available to increase your take-home pay, additional paid wellbeing leave days are provided to all staff, and flexible/hybrid working options are available. The successful applicant will also benefit from ongoing support & supervision and have access to our confidential Employee Assistance Program offering a range of wellbeing supports.

Selection Criteria

- Minimum Certificate III or IV in business administration or community welfare or relevant discipline
- Demonstrated understanding of the NILS scheme and eligibility requirements
- Ability to follow program guidelines and eligibility criteria
- Ability to relate to people from diverse backgrounds and cultures in a culturally appropriate manner
- Ability to handle difficult clients with empathy and assertiveness
- Well-developed ability to multitask and prioritise with strong attention to detail
- Able to operate effectively in a team, contributing positively to team operations and working relationships
- IT skills – proficient in Microsoft Word, Excel, and data entry

Desirable Criteria

- Bilingual in a community language
- Prior work experience in the not-for-profit sector

HOW TO APPLY

There is no closing date for this position, applications will be reviewed as they are received and must be submitted to: recruitment@metroassist.org.au Your application must address each of the selection criteria and include:

- A cover letter
- Statement against selection criteria
- A current resume including your full name, postal address and contact number
- Two of the most recent work-related referees stating names, positions and contact details

For enquiries regarding this position, please contact our HR Manager Michelle Aldred on (02) 9789 3744 or email: recruitment@metroassist.org.au.

Please note that only shortlisted applicants will be contacted.

Metro Assist is an Equal Opportunity Employer and supports an inclusive approach in the workplace. We celebrate our diversity and welcome applications from all cultures, ages, religions, genders, LGBTQIA+ people, Aboriginal and Torres Strait Islander peoples, and people with disabilities.

All offers of employment are subject to a satisfactory National Police Check and provision of a current Working with Children Check.

The successful applicant will be required to provide evidence of appropriate legal rights to work in Australia.