

MARY MACKILLOP

today

CLIENT SUPPORT OFFICER PART TIME - Bathurst

Title:	Client Support Officer
Reports to:	Microfinance Team Leader
Location:	Bathurst
Hours:	Approximately 36 hours per fortnight
Award:	Social, Community, Home Care and Disability Services Industry (SCHADS) Level 3

About Mary MacKillop Today

Mary MacKillop Today is a ministry of the Sisters of St Joseph, formed through the merging of Mary MacKillop International, the Mary MacKillop Foundation and the Josephite Foundation. Through Mary MacKillop Today, the vision of Australia's first Saint and of the Sisters of Saint Joseph is being realised. In the spirit of Mary MacKillop and the Rev Julian Tenison Woods, we work in partnership to help create generational change through the teaching of practical life skills to women, men and children in Australia and overseas.

Mary MacKillop Today's (then known as The Josephite Foundation) and its first No Interest Loans Scheme (NILS) in Bathurst was established in 1998 by the Sisters of St Joseph Diocese of Bathurst to promote financial inclusion and provide marginalised people in rural areas access to fair and affordable finance. NILS is a Circular Community Credit Model established by the Sisters of Good Shepherd in 1981 and was based on a commitment to upholding individual dignity and respect.

Since becoming an accredited NILS program through Good Shepherd Microfinance, Mary MacKillop Today has established 3 additional NILS based in Cowra, Lithgow and Young covering an area over 37,000 km².

In addition to providing loans, Mary MacKillop Today staff take a people-centered approach to clients and address any issues that might be affecting their financial capability, including assisting clients to access documents, Financial Capability and Budget Coaching, and referral to other agencies.

About the Role

The Client Support Officer supports the delivery of the No Interest Loans Scheme (NILS) in partnership with Good Shepherd Microfinance. The Client Support Officer will assist the team in conducting administrative tasks involved in managing the loans process once loan applications have been assessed, establishing and maintaining relationships with our clients, and assisting with general administrative tasks such as answering the phones, filing documentation, and booking appointments.

Key Responsibilities

The main areas of responsibilities of the Client Support Officer include:

- Assist the Financial Inclusion Team to respond to loan enquiries and maintain relationships with Clients, including greeting clients in reception, calling clients, and responding to any client requests and queries.
- Assist the Financial Inclusion Team with basic office administrative tasks including answering the phones and directing calls, filing documentation, and booking appointments.

General Duties

Administration of loan applications

- Create Loan File and load details into NILS database
- Assist team to issue six monthly statements in conjunction with newsletters
- Assist team to issue required documentation to client/s when loans are fully repaid

Respond to Loan Enquiries

- Respond to and record initial loan enquiries
- Provide information to clients about loan options to ensure clients are aware of their rights, obligations and details of how the loan will operate
- Refer clients to relevant Financial Inclusion Officers and assist with booking appointments

Office Administration

- Answer the phone and direct calls to the appropriate person
- Book appointments in shared calendars
- Greet clients at the reception
- Assist with appropriate electronic and hard copy filing of paperwork

Team requirements

- Attend external meetings and training days as directed by the Team Leader

- Attend Mary MacKillop Today staff meetings in Bathurst

Compliance

- Compliance with and observance of all current Mary MacKillop Today Policies, Procedures and Practices including our Safeguarding Policy
- Compliance with all relevant WH&S Policies and Procedures

The Employer reserves the right to vary this position description in response to its changing needs.

Selection Criteria

- Ability to work within and contribute to the Mission and Values of Mary MacKillop Today
- Relevant experience in administration or community development
- Strong organisational skills and attention-to detail
- Demonstrated capacity to work flexibly within tight timelines
- Strong written and oral communication skills
- Basic level of computer literacy, including experience with database and spreadsheet software.
- Compliance with our Safeguarding Policy and willingness to undergo a criminal record check.

General Information

This position is a part-time role (approximately 36 hours per fortnight) based in Bathurst, and reports to the Microfinance Team Leader of Mary MacKillop Today. This role is covered under the Social, Community, Home Care and Disability Services Industry (SCHADS) Award - Level 3.

The working environment at Mary MacKillop Today is informal but professional, with very high standards of output and delivery. We are a happy, enthusiastic and energy filled group, with a positive values-driven culture.

This is classified as a Contact with Children position and therefore subject to child-safe recruitment screening.

Mary MacKillop Today is committed to achieving an inclusive and diverse workforce.

In 2021, Mary MacKillop Today was awarded as one of the Voice Project's Best Workplace organisations that have achieved exceptional levels of employee engagement and satisfaction.

How to apply

To apply for this position, please send a CV and cover letter with a statement addressing the selection criteria to Anita van Dartel, Microfinance Team Leader via info@marymackilloptoday.org.au