

**Position Description**
**Position title: Non People Leader**

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| **Mission Australia** |
| About us: | Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.We’ve learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.Together we stand with Australians in need, until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.*“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration  |
| Goal: | To reduce homelessness and strengthen communities. |
| **Position Details:** Position Title: Financial Counsellor  |
| Division: | Community Services |
| Reports to: | Program Manager |
| Position Purpose:Key Challenges:Key Result Areas:  | Financial Counselling aims to result in a client’s financial problem/s being partially or fully resolved; a client being able to make informed decisions on the best course of action to resolve their financial difficulties; and/or a client’s improved ability to manage their financial affairs in the future. Community education about problem gambling and financial issues aims to raise awareness of assistance and support provided by DSS (Department of Social Services).* To provide face to face and telephone financial counseling to individual clients and families.
* Individual and group advocacy and negotiations
* Processes internal and external referrals
* Community education and development
* Client Support
* Compliance
* Administration
* Community Education
* Professional Development & Training
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**Position Requirements (What are the key activities for the role?)**

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| **Key Result Area 1** | **Client Support** |
| **Key tasks** | **Position holder is successful when** |
| * Provide individual, couple & group counseling to clients both face to face and over the phone
* Develop and support an environment conducive to effective counseling and client support.
* Arrange appropriate referrals for clients within the service or to other services as required
* Develop caring, supportive and professional relationships with clients
* Develop quality relationships with a range of key stakeholders including community organisations, rehabilitation providers and other health professionals to allow for the effective provision of support and information to clients
 | * Support is provided for clients in accordance with the funding body service specifications, with positive results and quality outcomes
* Appropriate referrals within the service or to other services are made for clients where needed
* Professional and supportive relationships are forged with clients in all situations
* Influential relationships are created with external bodies for the development of the service and advancement of needs of our clients eg. Through active attendance and participation in local, relevant interagency meetings
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| **Key Result Area 2** | **Compliance**  |
| **Key tasks** | **Position holder is successful when** |
| * Adhere to Mission Australia and external policy and procedures, statutory and contractual requirements including client confidentiality, duty of care and WHS
* Maintain up to date, non-judgmental and complete client files, case notes and reports both in MACSIMS and hard copies
* Complete all relevant tasks on Mission Australia CQI calendar by completing and submitting by due date, monthly CQI Activity Reports
* Participate in all required professional assessment and development programs to ensure required professional standing is upheld

Have completed or willing to complete gambling units of competency:* CHCGMB501A – Work effectively in the problem gambling sector;
* CHCGMB502A – Assess the needs of clients with problem gambling issues; and
* CHCGMB503A – Provide counseling for clients with problem gambling issues.
 | * All relevant internal and external policies are adhered to at all times
* Case notes and client files meet MA policy guidelines, are up to date and complete at all times, with successful audits in all cases
* All monthly CQI Activity Reports are complete and submitted on time
* Professional standing is upheld and all relevant development activities are completed
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| **Key Result Area 3** | **Administration** |
| **Key tasks** | **Position holder is successful when** |
| * Provide accurate and timely reports to management on activities and client progress as required
* Maintain relevant statistics to provide an overview of client activity within the service – MACSIMS and Service Specific Reporting Data (SSRD) spread sheet
* Contribute to team development activities, performance initiatives and service development activities as required
* Complete a range of administrative tasks required for effective case/client management and the efficient running of the service
 | * Reports are produced accurately and on time in all cases
* Statistics are maintained accurately and reviewed as necessary
* Input is made to all required development and performance initiatives
* Administrative tasks are completed thoroughly, correctly and on time with successful audits in all cases
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| **Key Result Area 4** | **Community Education** |
| **Key tasks** | **Position holder is successful when** |
| * Provide a range of community education activities on problem gambling issues and wider financial hardship issues
* Where appropriate co-facilitate with therapeutic gambling counselors to raise awareness on effective interventions for problem gamblers
* Participate in a range of activities to promote the issue of problem gambling across the community
 | * The community is provided with a range of activities aimed at increasing awareness of problem gambling
* A strong profile is developed and maintained within the community
* Relevant activities are attended and participation levels are high.
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| **Key Result Area 5** |  |
| **Key tasks** | **Position holder is successful when** |
| * Participate in professional development to enhance skills and knowledge
* Participate in annual performance reviews – identification of training needs and career goal setting
 | * Staff member undertakes minimum 20 hours of training required by FCAN/FC-ACT and participates in further training identified by self or manager
* Performance review is completed with active staff involvement
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| **P****U Work Health and Safety** Everyone is responsible for safety and must maintain:* A safe working environment for themselves and others in the workplace
* Ensure required workplace health and safety actions are completed as required
* Participate in learning and development programs about workplace health and safety
* Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

 **Purpose and Values** |
| * Actively support Mission Australia’s purpose and values;
* Positively and constructively represent our organisation to external contacts at all opportunities;
* Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
* Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
* To help ensure the health, safety and welfare of self and others working in the business;
* Follow reasonable directions given by the company in relation to Work Health and Safety.
* Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
* Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
* Actively support Mission Australia’s Reconciliation Action Plan.
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**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| * Personal effectiveness
* Team building
* Relationship management
* Working within a cross cultural context
* Organisational awareness
* Ethical, legal and professional awareness
* Results orientation
* Values alignment
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| **Key challenges of the role** |
| * To provide face to face and telephone financial counselling to individual clients and families.
* Individual and group advocacy and negotiations
* Referral, both internal and external
* Community education and development

**Competences** * Ability to deliver presentations on financial and problem gambling issues to individuals, couples and groups
* Experience in the provision of general counselling in a community service focused environment.
* A valid and current driver’s license
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**Compliance checks required**

**Working with Children** [ ]

**National Police Check** [ ]

**Vulnerable People Check** [ ]

**Drivers Licence** [ ]

**Other (prescribe)** [ ]  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval**

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| **Manager name**  | Ludmila Klianev | **Approval date** |  |