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### About Us

Anglicare Victoria works with children, young people, individuals and families. We prevent harm and empower people to overcome challenges and achieve their full potential.

We believe in families and know that with access to the right support every family can grow and achieve their goals.

We work with families towards positive change. Whether it be a helping hand in a time of crisis, or providing longer-term support and care. We partner with local communities, the private and public sectors and our donors to deliver better results.

Supporting tens of thousands of Victorians every year, our 1700+ staff and volunteers operate from more than 90 sites across the state, as well as delivering assistance online, at home and in the community. We are Victoria's largest provider of Out of Home Care and Family Services, and one of Australia's most innovative agencies in working with vulnerable children youth and families.

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### Financial Counselling Services

Our financial counselling services assist individuals and families in financial difficulty. This may include assessing a client's financial situation, providing information and options, advocacy and negotiation with debtors, referrals to other community resources and empowering clients to manage their own financial situation. We support thousands of people across the state gain control of their financial health each year across a range of programs and services that vary by location i.e. Financial Counselling, Gamblers Help, Victims Assist, Disaster Recovery etc.

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### Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Financial Counselling Services
Program:	Financial Counselling Services
Reports To:	Team Leader
Direct Reports:	May supervise students
Internal Stakeholders:	All relevant stakeholders to enable continual improvement to the design and implementation of our service delivery model.
External Stakeholders:	Clients, Government Departments, Banks, Community Services, Creditors, Insurance Companies, Peak Bodies, Service Providers including but not limited to utilities, telecommunications etc.
Classification:	SCHADS Level 5

## About You (Key Selection Criteria)

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### Qualifications/Licences

Required:

- Diploma of Community Services - Financial Counselling.
- Membership to Financial Counselling Victoria.

Desirable:

- Full Victorian Drivers Licence.

### Knowledge and skills

- Experience in providing casework practice.
- Ability to effectively manage caseloads through effective time management, with the ability to work under general supervision. Whilst being a team player in the support of others and the delivery of overall Program outcomes.
- Experience in advocacy and negotiation.
- Support individuals impacted by disaster, hardship and trauma with a focus on financial recovery.
- Knowledge and experience in planning and evaluation of individual casework and group programs.
- Highly developed skills in working with people experiencing vulnerability in a supportive and empowering framework.
- Provide counselling and offer emotional support and a listening ear when required.
- Highly developed skills to communicate, influence, advocate and negotiate for clients and promote financial wellbeing.
- Appreciation and resilience to work with and support vulnerable clients who are experiencing multiple and sometimes complex issues.
- Manage own scheduling, case load and reporting of statistical data.
- Clear understanding of Financial Counselling and knowledge of the relevant legislation and regulations pertaining to financial issues.
- Knowledge of the relevant legislation and regulations pertaining to financial issues, including sensitivity to issues of confidentiality, gender, cultural background, disability, age and sexuality.
- Good written and verbal communication skills that support client outcomes.
- Clear working understanding of the Family Violence Information Sharing Scheme and the MARAM Framework and how it applies to the delivery of services.
- Knowledge in a range of areas of law and policy including consumer law, credit law, debt enforcement practices, bankruptcy regime, hardship policies and practices in a range of industries, internal and external dispute resolution schemes and government concession frameworks, and other specific areas. Maintain knowledge about the credit, bankruptcy and debt collection laws, concession frameworks and industry hardship practices.
- Demonstrated willingness to provide advice, coaching and mentoring to more junior employees and students on case issues, legislation or professional requirements in line with Financial Counselling Australia and Financial Counselling Victoria membership requirements.
- An understanding of the impact of environmental factors affecting financial independence on individuals, families and communities.

## Personal Qualities

- **Teamwork and collaboration:** ability to support and promote a positive team culture of collaboration, inclusiveness and respect.
- **Resilience:** the capacity to prioritise own wellbeing, and to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.
- **Initiative and accountability:** be proactive and self-starting, seize opportunities and act upon them, take responsibility for own actions.
- **Initiative and responsibility:** identify and share ideas for improvement with the team to increase effectiveness of how we work collectively and individually and take responsibility for own work and actions.
- **Self-Development:** the desire to continually develop, inquire and learn through on the job experiences, exposure through participating in events, mentoring and education.
- **Drive and commitment:** ability to lead with best practice and set a high standard; motivated and positive approach to new challenges.

## Your Contribution (responsibilities)

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The key contribution in the role are outlined below:

### Role specific

- To provide a professional financial counselling service assisting individuals and families experiencing financial difficulties. This includes assessing the financial situation of clients, providing information, assistance with budget planning, advocacy and negotiation of repayment with debtors, empowering clients to manage their own financial situations, referrals to other community resources as required and to implement strategies that prevent future financial crisis where possible.
- To accurately record client contact information and meaningful, relevant case notes on all client files as part of the agency data collection system both for accountability purposes and to assist in the planning and targeting service delivery according to identifiable needs.
- To maintain contact with other service providers and agencies in order to promote integration of the service in the community and also to enable the development of best practice in the field.
- To provide financial counselling services at alternative out-posted sites a number of days a week and participate in intake duties for the service as required.
- Establish and maintain collaborative and productive working relationships with current and potential stakeholders and partners, both internally and externally.
- To participate in receiving and assessing/triaging referrals in accordance with relevant service model, referring to other supports where appropriate and providing information to the Team Leader or Senior Financial Counsellor (if applicable) in order to manage service delivery.
- Participate in the planning, implementation and reviewing all of elements of the Financial Counselling service.
- Provide day to day support to less experienced employees on inquiries, questions as appropriate, and support student placements through mentoring or taking on a student supervisor role as part of building capability.
- Participate and meet the requirements in respect to general supervision and in respect to Professional Supervision with an accredited supervisor either internally or externally to maintain membership with Financial Counselling Governing body.
- Where required or the opportunity is presented appropriately administer brokerage and support philanthropic funds to be appropriately utilised and accounted for in line with AV practices.
- Provide regular case studies in line with practice requirements that meet all requirements of AV and the relevant funding and or professional body.

- Provide Group financial literacy education sessions as required to clients and community services, inclusive of material preparation, delivery and evaluation for ongoing improvement.

## **General**

- Ensure familiarity and compliance with all governance, policies and procedures.
- Adhere to all legislation, program requirements and relevant procedures relating to service provision.
- Undertake mandatory training within the required timelines. Participate in other training and development opportunities to ensure all necessary qualifications, skills, certificates and clearances are obtained to meet the position requirements.
- Maintain appropriate and accurate case notes, records, reports and data-input, in line with the service area and function/position requirements.
- Attend client meetings, team meetings, workshops and conferences, as required.
- Ensure privacy and confidentiality are upheld at all times in line with AV requirements and also ensuring that you meet the ethical code of conduct as set out by the peak bodies being Financial Counselling Victoria and Financial Counselling Australia.
- Professionally represent AV and our services at forums, meetings and training with external agencies.
- Contribute to the development of continuous improvement and initiative strategies.
- Embrace and utilise new ways of working to enhance collaboration, effectiveness and outcomes.
- Individuals may be required to undertake reasonable travel, as part of their position or duties.

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## **Our Commitment to Health, Safety & Wellbeing**

AV is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

All AV employees, contractors and volunteers are required to:

- take reasonable care for themselves and others who may be affected by their acts or omissions
- contribute to, and be involved in, the organisation's ongoing management of health and safety activities, including consultation
- follow all workplace health and safety policies and procedures implemented
- report all situations that may adversely impact workplace health and safety
- participate in relevant health and safety training and inductions based on roles and responsibilities.

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## **Our Commitment to Inclusion**

AV strives to be an inclusive, safe and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to:

- Aboriginal and Torres Strait Islander
- LGBTQI+
- people with disabilities
- people from diverse cultural and linguistic backgrounds
- people of all ages
- people with caring responsibilities
- people with diverse religious beliefs or affiliations.

All AV employees, contractors and volunteers are required to:

- take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination

- undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity
- address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager
- participate and contribute in training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion
- raise concerns and or complaints in a constructive manner, including identifying possible solutions.

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### **Our Commitment to Child Safety**

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AV is committed to protecting children and young people from all forms of harm and abuse.

As an employee you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct and incident management procedures. Everyone at AV has a role to play in keeping children and young people safe.

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### **Employment Screening and Required Certificates**

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Anglicare Victoria conducts safety screening practices for all preferred applicants. Safety screening must be satisfied prior to formal offers of employment being made and must be kept current to ensure ongoing employment. These include but are not limited to:

- an Australian Criminal History Check,
- an International Criminal History Check for those who have lived outside of Australia for longer than 12 months within the last ten years,
- a Current Employee Working with Children Check,
- in line with Anglicare Victoria's Covid 19 Vaccination Policy all staff, students and volunteers are required to provide evidence of full vaccination against Covid-19 or provide a valid medical exemption. This requirement may be amended from time to time in line with Anglicare Victoria Policy or as directed by Chief Health Officer.

The responsibilities listed within this document have been identified as the primary functions of the position. Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position.