

FINANCIAL COUNSELLOR POSITION DESCRIPTION

FINANCIAL COUNSELLING PROGRAM WESTERN REGION

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Financial Counsellor - Intake
Program	Western Region Financial Counselling Program
Classification	SCHADS Award Level 4 (Community Development) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Hours	Part Time
Hours per week	22.8 hours per week, 3 days per week
Duration	One Year
Fixed term end date	30 th of June 2021
Location	Western Region
Reporting Relationship	This position reports directly to the Team Leader of the Financial Counselling Program
Effective date	June 2020

Overview of program

Anglicare Victoria's Western Financial Counselling Program offers a comprehensive financial counselling service to clients, who are experiencing financial difficulties and are financially vulnerable or disadvantaged. The service is funded through the state government and Consumer Affairs Victoria. We provide our services from our main base at Level 1, 24 Watton St Werribee (Wyndham). The Program also provides its services through a number of out-posted positions within the local government areas of Hobson's Bay, Maribyrnong, Moonee Valley and Melbourne.

Anglicare Victoria also provides a financial counselling service to victims/survivors of family violence. Recently the Victorian State Government announced the newly established Energy Hardship Initiative which released a \$3.7 million package which included \$1.4 million for additional financial counsellors and online training for community workers to support Victorians struggling with Energy Hardship as a result of Covid-19.

Position Objectives

1.	To provide free and confidential assistance to individuals and families who are experiencing financial crisis or chronic financial difficulties through a combination of casework, community education and secondary consultation.
2.	To participate in appropriate community education programs for the purpose of raising awareness of financial issues including the provision of information and resource materials to community groups, schools and other welfare professionals.
3.	To provide an outreach service in order to ensure accessibility to services.

Key responsibilities

The key responsibilities are as follows but are not limited to:


1.	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.
2.	To participate in an intake duty roster. This involves receiving and assessing/triaging referrals in accordance with Consumer Affairs Victoria's (CAV) service model, presenting referrals at weekly allocation meetings, re-referring to other programs or agencies where appropriate and providing information to the team leader in order to manage demand into the service.
3.	To provide financial counselling services at alternative out-posted sites a number of days a week as required and rostered.
4.	To maintain timely, meaningful and relevant case notes on all client files.
5.	To accurately record client contact information 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.
6.	To participate in professional development activities in order to develop and maintain skills appropriate to the demands of this position. This includes gaining knowledge about legislative and other changes that impact on the client group.
7.	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.

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to the Role Specific Requirements.

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The criteria are to be addressed individually (no more than 2 pages in total).

	1. Completed or currently studying Diploma of Community Services – Financial Counselling & completing by July 2021.
	2. Current member or willing to obtain membership of the Financial and Consumer Rights Council.
	3. Experience in Financial Counselling is preferred. A thorough knowledge of the relevant legislation and regulations pertaining to financial issues is required.
	4. Skills in advocacy and negotiation.
	5. Resilience to work with and support clients who have been exposed to trauma
	6. Strong written and verbal communication skills.

Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two capability groups; **Personal Qualities and Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

Personal Qualities



Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

Relationships and Outcomes



Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

Leading People



Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

Occupational Health & Safety (OHS)

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

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name: _____

Signature: _____

Date: _____