

Position Description

Position Title: Financial Counsellor

Position No:	NEW
Business Unit:	Health, Wellbeing and Inclusion
Division:	Deputy Vice-Chancellor (Students)
Department:	Health, Wellbeing and Inclusion
Classification Level:	HEO7
Employment Type:	Full-time, Continuing
Campus Location:	Melbourne (Bundoora)
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Position Context/Purpose

La Trobe Health and Wellbeing Centre provides a range of services to enhance the health and wellbeing of our students and the community we serve. The Centre is embedded within the great Health, Wellbeing and Inclusion Division, and our services include counselling, staff wellbeing, complex case management, accessibility support, student inclusion, wellbeing advisory service and student legal service.

Located within the Health and Wellbeing Centre, the Financial Counsellor supports La Trobe University students and works closely with other services in a holistic approach to promoting and enhancing student health and wellbeing. This position reports to the Senior Manager, Strategy, Prevention and Education.

Duties at this level will include:

- Provides case management and one-on-one confidential financial counselling to La Trobe University students.
- Develop individual case plans in collaboration with other University health and wellbeing services.
- Develop a case management process from intake to closure with ongoing assessment and review of client's concerns and needs.
- Develop an ongoing educative and communications plan to promote and enhance students' financial health and literacy.
- Contribute to the development and delivery of the broader University health and wellbeing plan.
- Provides advocacy and assistance in lodging external complaints.
- Assist students in applying for internal grants, loans and material aids.
- Provide advice and guidance to staff and academics regarding the care of students and their needs.

Specific duties/accountabilities for this position

- Assist students in understanding their debt priorities and developing a money plan.
- Provide advice on addressing bills and debts and provide students with guidance on negotiating with creditors and accessing financial hardship variations.
- Help students lodge external complaints/disputes with relevant government agencies and ombudsmen.
- Support students in accessing emergency relief and to refer students to appropriate health, wellbeing, and legal services when required.
- Design a suite of online and printed material to improve students' financial literacy.
- Work collaboratively with the University complex case managers, legal service, wellbeing advisors, and counsellors to formulate case plans.
- Provide students with advice regarding credit reports, personal and car loans.
- Negotiate and advocate on behalf of clients to reduce/defer/waive payments with creditors.
- Acts as a conduit between government and public agencies in promulgating relevant information to our students.

Essential Criteria

Skills and knowledge required for the position

- A Diploma in Community Services (Financial Counselling), a full member of Financial Counselling Victoria Inc. (FCVic), and preferably an undergraduate degree in any area relevant to the position with at least four (4) years subsequent experience; or extensive experience

and management expertise; or an equivalent alternate combination of relevant knowledge, training and/or experience.

- Excellent interpersonal skills, especially the capacity to work collaboratively and cooperatively in small teams.
- Excellent assessment skills in establishing client needs and concerns and the ability to develop case management plans.
- Demonstrated ability to work with a diverse range of clients.
- Demonstrated ability to provide care in an empathetic, compassionate and trauma-informed approach.
- Demonstrated organisation and problem-solving skills, with an ability to manage several different projects concurrently.
- Demonstrated skills in research, evaluation or interpretation of data.
- Demonstrated a high level of self-motivation and personal management skills.
- Proven ability to focus on objectives rather than procedures and precedents.
- Ability to develop innovative methodologies or take a leading role in the application of proven techniques involving considerable theoretical and technical sophistication.
- Demonstrated experience in project management in the tertiary sector or a related field.
- Demonstrated ability to manage multiple stakeholders to achieve stated outcomes.
- Meet your ongoing continuous professional development (CPD) requirements for your FCVic membership and accreditation.

Capabilities required to be successful in the position

- Knowledge of own strengths, weaknesses and biases – modifying behaviour, based on self-reflection and feedback, to respond to others with empathy and act on feedback to improve knowledge, skills and behaviour.
- Ability to work collaboratively, demonstrate inclusivity and tailor communication in a way that is meaningful to the audience – consistently modelling accountability, connectedness, innovation and care.
- Demonstrated creative and critical thinking, ability to generate ideas to solve local problems and recommend improvements to current work practices.
- Ability to make sense of data to inform decision making – implementing ideas to improve local practices.
- Knowledge of own strengths, weaknesses and biases – modifying behaviour, based on self-reflection and feedback, to respond to others with empathy and act on feedback to improve knowledge, skills and behaviour.

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

La Trobe Cultural Qualities

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

- *We are **Connected**:* We connect to the world outside — the students and communities we serve, both locally and globally.
- *We are **Innovative**:* We tackle the big issues of our time to transform the lives of our students and society.
- *We are **Accountable**:* We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
- *We **Care**:* We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

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Initials: Date: