

# FINANCIAL COUNSELLING INTAKE WORKER

## FINANCIAL COUNSELLING

### GIPPSLAND

**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

<b>Position</b>	Financial Counselling Intake Worker
<b>Program</b>	Financial Counselling
<b>Classification</b>	SCHADS Award Level 5 (Community Development) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
<b>Hours</b>	Full Time
<b>Hours per week</b>	38 hours
<b>Duration</b>	Fixed Term
<b>Fixed term end date</b>	12 months
<b>Location</b>	East Gippsland, with travel across the region as required.
<b>Reporting Relationship</b>	This position reports directly to Financial Counselling Team Leader.
<b>Effective date</b>	January 2020

## Overview of program

The Gippsland Financial Counselling program offers a comprehensive financial counselling service to individuals who may be experiencing financial stress. The program works across the region to develop, coordinate, and deliver services which encourage self-determination and self-reliance.

The financial counsellors act without conflict of interest, to negotiate and advocate on behalf of people who are at financial risk.

Financial counsellors, during the counselling process are able to educate and pass on skills to consumers as to their rights and responsibilities when using credit and other marketplace services and empower the consumer through this knowledge.

The Bushfire recovery program focuses on providing free accessible specialized bushfire recovery financial counselling services to bushfire affected individuals. The program will provide outreach services and out-posted services to rural and remote communities.

## Position Objectives

1.	To provide a free and confidential financial counselling intake service for individuals and families who are experiencing financial stress, including individuals affected by bushfire.
2.	Respond appropriately to requests or inquiries from the community regarding the work of the Financial Counselling Team and more broadly, Anglicare Victoria.
3.	Assess whether the individual or family requires only general information and/or a warm referral elsewhere
4.	Fulfil program requirements regarding case records, statistics, trends and issues and any other data collection requirements, and community development activities.

## Key responsibilities

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

1.	To act as initial point of contact for telephone financial counselling service for individuals and families seeking access or a referral to a Financial Counsellor
2.	Provide financial counselling support to individuals and families, including assessment of a client's financial situation, the provision of information and referral to other relevant services and assess the level of urgency of the enquiry.
3.	Required to build connections within the community and forge referral pathways with other agencies.
4.	Advocate on behalf of clients in a manner that encourages self-determination and self-reliance.
5.	Collect and ensure that client data is kept in accordance with the recording and data requirements of both the agency and the funding body.
6.	Participate in regular team meetings, performance planning reviews, and individual supervision of work plans and practices.

## 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 **both** a) and b).

### a) Role specific requirements

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

 <p>Role Specific</p>	<p>1. Hold a Diploma of Community Services - Financial Counselling (or willingness to undertake). A qualification or experience in Community Services or other related fields such as Social Work, Mental Health, Legal or Financial will be considered.</p>
	<p>2. An understanding of the impact of environmental factors affecting financial independence on individuals, families and communities.</p>
	<p>3. Experience in undertaking intake, assessment and referral.</p>
	<p>4. Well-developed verbal and written interpersonal skills.</p>
	<p>5. Ability to work independently and also as part of a team.</p>

## 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: \_\_\_\_\_