

## FINANCIAL COUNSELLOR POSITION DESCRIPTION

### NORTH EASTERN FINANCIAL COUNSELLING PROGRAM

#### NORTH EASTERN MELBOURNE

**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 Counsellor
<b>Program</b>	North Eastern Financial Counselling Program
<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
<b>Duration</b>	Ongoing
<b>Location</b>	Preston (4 days/week) and Lalor (1 day/week)
<b>Reporting Relationship</b>	This position reports directly to the Team Leader, North Eastern Melbourne Family and Community Services
<b>Effective date</b>	July 2022

## Overview of program

Anglicare Victoria's North Eastern Financial Counselling Program (NEFCP) offers a comprehensive financial counselling service to clients who are experiencing financial difficulties and are financially vulnerable or disadvantaged. The service is funded through Consumer Affairs Victoria. We provide our services from the Preston and Lalor offices of Anglicare Victoria to clients living in the LGAs of Banyule, Darebin, Nillumbik, Whittlesea and Yarra. In North Eastern Melbourne, three partner organisations work as a consortium to deliver financial counselling: Uniting (lead agency), Banyule Community Health and Anglicare Victoria.

## Position Objectives

1.	To provide a 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 a financial counselling service based at Preston and Lalor.


## Key responsibilities

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

1.	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 situation, referrals to other community resources as required and implementing strategies that prevent future financial crises where possible.
2.	Accept referrals from the lead agency Uniting, and respond to internal or external referrals directly from clients or from other agencies. This may involve receiving and assessing/triaging referrals in accordance with Consumer Affairs Victoria's (CAV) service model and re-referring to other programs or agencies where appropriate.
3.	Provide financial counselling services from the Preston and Lalor offices as required.
4.	Fulfil requirements regarding case records and data recording.
5.	Make an active commitment to the development and maintenance of a cohesive multi-disciplinary team and participate in regular supervision and team meetings.
6.	Participate in professional development activities in order to 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.	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. Undertake other duties within capability as directed from time to time.

## Key Selection Criteria

The Key Selection Criteria consist of the role specific requirements below. Applicants are required to provide a written response, addressing each of the six criteria individually (no more than 2 pages in total).

 Role Specific	1. Diploma of Community Services – Financial Counselling and membership of Financial Counselling Victoria.
	2. Demonstrated skills and experience in Financial Counselling and Family Violence Financial Counselling, including a thorough knowledge of the relevant legislation and regulations pertaining to financial issues, including sensitivity to issues of confidentiality, gender, cultural background, disability, age and sexuality.
	3. Highly developed skills in advocacy, negotiation and written communication with a diverse range of stakeholders. Demonstrated time management and organisational skills and the ability to work effectively and cooperatively in a multidisciplinary team environment.
	4. Demonstrated awareness and understanding of the Family Violence Information Sharing Scheme and the MARAM Framework.
	5. Demonstrated resilience to work with and support clients who have been exposed to trauma, violence or neglect.
	6. Demonstrated computer skills in Microsoft Office packages and other statistical databases such as IRIS.

## Child Safety

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.

## 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 and an Employment Working with Children Check prior to commencement.
- A current Victorian Driver's license is essential.
- 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.

## Acceptance of Position Description requirements

To be signed upon appointment

### Employee

Name:

---

Signature:

---

Date:

---