

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.

At Anglicare Victoria we care about our employees in the same way that we care about our clients. We support and encourage our employees with a wide range of professional and personal opportunities to strengthen their overall well-being.

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.



Position details

Position Title	Financial Counsellor
Program	Western Region Financial Counselling Program
Classification	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)
Engagement	Full Time
Hours per week	76 hours per fortnight.
Duration	Fixed Term
Fixed term end date	1 year (with possibility of extension)
Location	Western Region
Reporting Relationship	This position reports to the Team Leader of the Financial Counselling Program
Effective date	August 2022

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 services is funded through the state government 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.

Position Objectives

List the Key Deliverables/Objectives of the worker.

Focus on the Objectives of the role rather than the Day to Day duties

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 an outreach service in order to ensure accessibility to services.

Key responsibilities


The key responsibilities include but are not limited to:

Focus on the day to day duties:

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 meaningful, 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 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

What you are looking for in your successful applicant in terms of nonnegotiable qualifications or experience:

 <p>Role Specific</p>	1. Possess a Diploma of Financial Counselling or completing.
	2. Membership of Financial Counselling Victoria.
	3. Experience in Financial Counselling and a thorough knowledge of the relevant legislation and regulations pertaining to financial issues.
	4. Highly developed skills in advocacy and negotiation.
	5. Resilience to work with and support clients who have been exposed to trauma
	6. Highly developed communications skills and an ability to work collaboratively with internal and external stakeholders

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:
