

FINANCIAL COUNSELLOR TEAM LEADER BUSHFIRE RECOVERY POSITION DESCRIPTION FINANCIAL COUNSELLING PROGRAM 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

Position	Financial Counsellor Team Leader - Bushfire Recovery
Program	Gippsland Financial Counselling Program
Classification	SCHADS Award Level 7 (Social Worker Class 4) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Hours	Full Time
Hours per week	38
Duration	Fixed Term
Fixed term end date	12 months
Location	East Gippsland, with travel to other sites as required.
Reporting Relationship	This position reports directly to the Community Services Program Manager
Effective date	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

The objectives of the Financial Counselling Team Leader position is as follows:

1.	To manage the day-to-day delivery of a high quality, flexible and accountable service to provide direct face to face support to bushfire affected clients requiring financial counselling, and outreach to locations across Gippsland affected by bushfires.
2.	To work in conjunction with the regional management team to plan responses in relation to bushfire recovery service developments.
3.	To ensure that the program operates in accordance with service agreements, organisational policies and accepted standards of practice
4.	To ensure the ongoing supervision, development, performance management and training of the Bushfire Recovery Financial Counselling service staff.

Key responsibilities

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


1.	Manage the day-to-day delivery of program services to clients affected by bushfires requiring professional financial counselling service assisting individuals and families experiencing financial stress.
2.	Ensure that service delivery is focused on the needs of the service user and that it occurs within budgetary and Service Agreement parameters. Ensure that performance targets are met.
3.	Liaise and consult with relevant regional service networks and key stakeholders.
4.	Prepare reports in line with the Funding and Services Agreement relating to each program as required.
5.	Oversee the day-to-day supervision of staff, in accordance with human resource policies and procedures.

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).

	1. Hold a Diploma of Community Services – Financial Counselling and have experience in supervision of staff, team development and maintenance of a Financial Counselling Team. Be eligible for membership to Financial Counselling Victoria.
	2. Knowledge of relevant legislation and information pertaining to financial issues, including sensitivity to issues of confidentiality, gender, cultural background, disability, age, and sexuality.
	3. Be able to demonstrate experience in the development of programs, activities and support networks, excellent time management and organisational skills independently, but also ability to work effectively and co-operatively in a team environment.
	4. Sound written communication, analytical, negotiation, and problem solving abilities.
	5. Highly developed skills in leadership, advocacy and negotiation.
	6. Resilience to work with and support clients who have been exposed to trauma. Experience in working with clients who have experienced trauma and impacted by disaster would be highly desirable

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: _____