



Title	Financial Counsellor, Financial Wellbeing and Capability
Reports to	Team Leader, Financial Security
Direct Reports	NIL
EFT component	0.6 base, negotiable additional hours
Based At	St Albans
Last Updated	January 2019

Good Shepherd Australia New Zealand (GSANZ)

The Good Shepherd network works to create just and equal communities where women and girls can live full, safe lives. We have been committed to our mission for nearly 200 years, working strongly for social change. Wherever we are, we strive to team up with people who share our mission, vision and passion for social justice because the need is still great. Women and girls are at the centre of GSANZ's work and mission, with areas of expertise including: safety and resilience, educational pathways and financial security.

Role Purpose

Financial counsellors provide intensive support through an in-depth phone and/or face to face assessment of a person's financial situation, short term case work, advocacy and the identification of options to address financial concerns. Financial counsellors may undertake a triage process, prioritising and referring clients to other sources of support and assistance as necessary and can provide consultation to other services, and are reasonable to maintain timely and accurate file records.

Financial counsellors always support the person's fullest participation in the planning and decision-making process. Financial counselling services support eligible people with employment readiness through improving financial knowledge, skills and capabilities to assist them to achieve employment.

This position is funded through the Commonwealth Financial Wellbeing and Capability program. Commonwealth eligibility for this service is solely for people unable to pay their bills, or at imminent risk of not being able to do so.

This role will sit within a team of GSANZ state, philanthropic and Commonwealth funded financial capability workers, coaches and financial counsellors, to provide comprehensive service delivery to clients across Brimbank, Melton, Wyndham and Inner Melbourne catchments. Periodic attendance at broader GSANZ functions and events will be required.

Desired Skills and Characteristics

- Willingness to work from a base site and to provide periodic face to face outreach to other sites across the catchment
- Capacity to undertake high quality intake and assessment by phone and face to face
- Demonstrated understanding of the community sector
- Demonstrated ethos of team collaboration
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)
- A current Driver's License
- Behaviour consistent with GSANZ mission, policies and values
- Willing to undertake additional training as required

Key Selection Criteria

- Must have obtained the Diploma of Financial Counselling
- Current FCRC registration
- Financial Counselling experience in the provision of intake, telephone triage, assessment and case work.
- Demonstrated team skills
- Experience working with clients in debt, in or at risk of poverty, family violence, family breakdown, with mental health challenges, unemployed, with personal or systemic challenges.
- Understanding of and experience in service provision of financial counselling, financial capability development, advocacy and referral
- Demonstrated capacity to maintain timely and accurate records
- Excellent interpersonal, written and verbal communication, negotiation and advocacy skills
- Commitment to personal and professional development

Responsibilities

Strategy

- Deliver service in line with GSANZ and DSS contractual requirements
- Work collaboratively with the program manager, team leaders and others to deliver on GSANZ strategic and operational outcomes
- Contribute to the development of team plans and outcomes
- Demonstrate an understanding of social justice and financial capability building concepts

People

- Demonstrate commitment to own learning and development
- Independently monitor and amend your own schedule in response to workload demands; and in response to team workload demands
- Contribute to the development of a high-performance team through demonstration of capabilities outlined in GSANZ 's leadership capability framework
- Demonstrate to other team members a high level of motivation and sustained discipline to provide a high level of advocacy and support for clients with a variety of complex needs and requirements
- Assist in team building by participating in team activities, submissions or responses to systemic financial issues -specific to the service and within financial counselling networks
- Understand and apply the techniques of conflict resolution within the work environment
- Flexibility to ensure duties are carried out in accordance with the partnership model
- Effectively and positively engage with other staff of the service; other teams within the services and with external agencies, using a range of communication techniques including correspondence and use of electronic systems, in addition to telephone and face to face inquiries
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution plan
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice

- Always maintain a client centered approach to service delivery
- Provide high quality financial counselling to clients presenting with a range of need
- Provide referrals to other services as appropriate
- Provide high quality negotiation and advocacy on behalf of clients as needed
- Assist the service to maintain a list of alternate service providers
- Ensure clients have access to the services' complaint processes
- Demonstrate a capacity to build and maintain a network of contacts of external agencies and internal resources from which to address the needs of specific client communities

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting requirements
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Develop professional competence in the provision of financial counselling to clients and other workers in relation to financial issues
- Understand and maintain an up to date knowledge of legislation and government policies relevant to financial services and counselling, and providing advice to clients in relation to resolving financial hardship
- Understand the different forms of information and counselling provided by the Service, and what assistance is appropriate to the individual client - telephone information; assistance in completing relevant forms; provision of face to face counselling or extended casework
- Provide support and resourcing to clients so that they can make their decisions in relation to pursuing applications or complaints to external dispute resolution agencies
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other GSANZ team members and departments
- Demonstrate a capacity to represent the service in a range of forums, including professional bodies, relevant external agencies and working groups
- Demonstrate a capacity to build and maintain a network of contacts within the service, the financial counselling network and external agencies and effectively collaborate with those agencies to assist with resolving client issues

Compliance

- Always demonstrate behaviours consistent with GSANZ mission, values, behaviours and policies
- Always maintain agreed quality standards
- Always maintain OH&S standards
- Always ensure documentation is in accordance with GSANZ standards and legislative requirements

Finance

- Any expenditure is within delegation and reporting requirements

Values & Behaviours - We are all co-responsible for the delivery of the Good Shepherd Mission and for living our values by modelling these behaviours in all that we do.

Reconciliation

- We understand the past, respect our place in history and move forward in the spirit of healing and partnership
- We use our capability to build knowledge and skills in the community and with individuals
- We use a coaching approach to facilitate growth, skill building and development
- We pro-actively seek opportunities to draw on the wisdom and expertise of others to support those we work with appropriately

Value of each person

- Our relationships are based on empathy, respect and compassion that sees, and seeks out, the good of each person
- We participate actively, courteously and enthusiastically as part of a team
- We work collaboratively to deliver valued outcomes for every individual

- We adopt appropriate systems and practices to support outcomes that are important to people
- We recognise the strengths, skills and contribution of each person to achieve our mission

Justice

- We challenge structures and behaviours that perpetuate disadvantage so that we bring about positive change
- We listen first in order to understand
- We use our resources efficiently and effectively to sustain and grow our services
- We have constructive conversations about performance, recognise excellence and hold each other accountable for our values based behaviours
- We make informed decisions and communicate early, honestly and transparently

Zeal

- Our commitment is wholehearted
- We embrace opportunities to increase our positive impact and influence
- We reflect and adapt our practice to ensure currency and relevance
- We see change as an opportunity and positively champion new ways of being and doing
- We stretch ourselves individually and collectively to overcome barriers and setbacks

Audacity

- We think reflectively and take bold action to follow new paths for the mission
- We look for innovation and learn from mistakes as a path to knowledge
- We make brave decisions while we are prudent and carefully assess risks and alignment to mission
- We embrace debate to ensure sound decision making
- We stand by our decisions as a team and as individuals.

Title	Position Description General Template		
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Prepared/updated by (name)	Kylie Betts	Prepared/updated by (position)	People & Culture Manager
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Document history

Version	Reason	Date
1	Initial document. Previous versions were outside the document control system.	27/03/2018