



Good Shepherd

Australia New Zealand

Position Description

Title	Financial Counsellor [Southport, QLD]
Reports to	Team Leader, Financial Counselling, Good Money Hubs
Classification	Social and Community Services Award Level 4 plus super and salary packaging
Hours	30.4 - 38 hours per week
Tenure	Fixed-term 12 months
Last Updated	April 2019

Good Shepherd Australia New Zealand (GSANZ)

Our three- year strategy outlines the world we want to see and our role in advancing it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice, and to support our communities to thrive.

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 responsible to maintain timely and accurate file records. Working within the Gold Coast Good Money Hub, this role will provide financial counselling support and referral to people who are in debt and/ or struggling to pay their bills.

Qualifications, Experience and Mandatory Requirements

- Demonstrated experience working as a financial counsellor, including through the provision of a phone-based service.
- An effective understanding of financial disadvantage and exclusion in Australia and its impacts.
- Qualification in the Diploma of Financial Counselling, with current membership of the Financial Counsellors Association of Queensland or equivalent peak body.
- Financial Counsellors Australia accredited.
- Experience and understanding of contemporary practice in casework, referral and advocacy with clients, including an empowerment approach to case work.
- Ability to establish rapport with customers from diverse backgrounds and with complex needs to provide respectful, effective and high-quality customer service
- Demonstrated capacity to establish and maintain effective networks and partnerships to support successful client outcomes
- Demonstrated capacity to work as an active, supportive team member
- Competent in computer skills, including Microsoft Office and use of customer databases
- Demonstrated ability to follow procedures, processes and compliance requirements whilst paying attention to detail
- Ability to work under pressure through effective planning and priority setting and being flexible/ adaptive to change
- The capacity and commitment to work in alignment with the values of Good Shepherd Australia New Zealand

Responsibilities

- Provide telephone-based and face to face financial counselling, information, individual advocacy and referral for customers, particularly in the areas of credit management and unemployment
- Assist customers to make informed decisions on the best course of action to resolve their financial difficulties, and/or to gain an improved ability to manage their financial affairs in the future
- Assist people from diverse backgrounds with complex needs in a way that is respectful, appropriate and professional
- Develop relationships with and utilise local networks to provide information and make customer referrals to other support services
- Work with others in the Good Money Hub to support best client outcomes through professional and ethical teamwork.
- Maintain accurate customer records are kept using the required customer database
- Assist the broader financial counselling team and stakeholders with financial counselling consultation via email and telephone, as relevant to clients.
- Liaise with community partners to ensure smooth rostering and scheduling of customer appointments and interpreters
- Comply with all existing policies and procedures in relation to service delivery, including Financial Counselling Australia standards.
- Actively participate in supervision processes.
- Support and enact quality processes within the organisation.
- Adhere to all workplace health and safety policies and procedures and support the maintenance of a clean and safe workplace for staff and customers

Values & Behaviours

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

- Reconciliation
- The Value of Each Person
- Justice
- Zeal
- Audacity