



Title	Senior Practitioner Financial Counselling - Family Violence
Reports to	Team Leader
Direct Reports	Financial Counsellors
Last Updated	August 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

The Financial Counsellor Senior Practitioner role is first level of team leadership. The role is responsible for providing organisational supervision, line management and support to financial counsellors with less than 6 years financial counselling experience; undertaking financial counselling case work (telephone and face-to-face) and providing specialist family violence counselling.

This role will lead Good Shepherd financial counselling teams and our partner financial counsellors in the development of high-quality specialist family violence practice, including the role out of the MARAM guidelines. The role will support the development of new referral pathways and best practice co-delivery with other sectors, such as family support and family violence caseworkers, and provide 1:1 casework.

The role will also contribute to the development of Good Shepherd financial security services including Firmer Foundations, Financial Counselling and capability work, and to broader GSANZ objectives.

Desired Skills and Characteristics

- Diploma of Financial Counselling
- Minimum 6 years Financial Counselling experience
- FCRC Supervision training
- Current registration with FCRC
- Willingness to work from multiple locations
- Demonstrated understanding of the community sector
- Strong 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

- Minimum Diploma level qualifications in financial counselling
- Minimum 6 years Financial Counselling experience
- Attended the FCRC Supervision training and registered on their website as a supervisor
- Willingness to work from multiple locations
- Experience working with clients in or at risk of poverty, family violence, family breakdown or other capability building.

- Demonstrated experience in family violence financial counselling.
- Significant experience in the provision of intake, assessment, case work.
- Understanding of and experience in service provision of financial counselling, financial literacy development, advocacy and referral
- Excellent interpersonal, written and verbal communication, negotiation and advocacy skills
- Commitment to personal and professional development

Responsibilities

Strategy

- Identify opportunities and strategies for improvement, innovation, growth and development
- Work collaboratively with the program manager, team members and other team leaders to deliver on Client Services strategic and operational outcomes
- Deliver, monitor and support the Financial Counselling Services
- Contribute to the development of Client Services strategy

People

- Independently monitor and amend your own schedule in response to workload demands; and in response to team workload demands.
- Provide leadership, guidance and support to team members, specifically new or lesser experienced Financial Counsellors
- Demonstrate to other team members a high level of motivation and sustained discipline to provide a high level care and/or support for clients with a variety of complex requirements.
- Assist in team building by participating or leading in team activities, submissions or responses to systemic financial issues - either specific to the service or within the Financial Counselling Network.
- Understand and apply the techniques of conflict resolution within the work environment.
- Show flexibility to ensure duties are carried out consistently and 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.

Clients

- Services are delivered to clients in accordance with client-focus and strength based, empowerment principles.
- Provides financial counselling to a range of clients with complex needs, has a comprehensive understanding of the needs and appropriate responses to people from culturally diverse and indigenous backgrounds, disabilities and low levels of literacy.
- Provides high quality financial counselling to clients presenting with a range of need
- Provide referrals to other services as appropriate.
- Provides high quality negotiation and advocacy on behalf of clients
- Assist the service to maintain a list of alternate service providers, including financial, legal and community welfare.
- 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 (CALD or Aboriginal/low literacy).

Service Delivery and Operations

- 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.

- Identify appropriate cases where casework assistance can be provided in accordance with the service's policies on extended assistance.
- Develop professional competence when representing clients in negotiations with financial or service providers, or representing clients in external dispute resolution agencies.
- Thorough working knowledge of the SRS database.
- Thorough understanding and application of record keeping and filing systems.
- Understanding of law and policy reform processes adopted by governments.
- Understands the value of community education as both intervention and capacity building for clients of consumer and financial products.
- Adhere to compliance and reporting requirements.
- Adhere to professional registration requirements
- Assist with the implementation of new/amended compliance and reporting requirements.
- Liaise and participate in discussions with staff and external agencies at all levels.
- Deal with routine correspondence from outside services
- Understand and interpret complicated guidelines/procedures. Resolve problems requiring the practical application of theory

Stakeholders

- 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

- Demonstrate behaviour consistent with GSANZ mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times
- Ensure documentation is in accordance with GSANZ standards

Finance

Support and report to the Manager to ensure services are delivered within agreed budget

Authorities/ Approvals

Expenditure approval as outlined in GSANZ's Delegated Authority Levels document

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

- 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 in order 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 in order 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		
Doc ID	HRE-TEM-010	Version	1
Prepared/updated by (name)	Kylie Betts	Prepared/updated by (position)	People & Culture Manager
Effective date	27/03/2018	Review date	27/03/2021
Authorised by	People and Culture	Date approved	27/03/2018

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Document history

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