



Good Shepherd

Australia New Zealand

Position Description

Title	Financial Counsellor
Reports to	Team Leader, Financial Security and Wellbeing
Direct Reports	None
Last Updated	December 2019
Good Shepherd Australia New Zealand (GSANZ)	
<p>Our three-year strategy outlines the world we want to see and our role advancing in 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 support our communities to thrive.</p>	
Role Purpose	
<p>This role works as part of the Inner Western Sydney Financial Counselling Service which is a consortium between MetroMRC and Good Shepherd Australia New Zealand.</p> <p>The Inner Western Sydney Financial Counselling Service provides information and counselling to clients experiencing difficulties with their financial commitments. The primary function of the Service is the delivery of a face to face counselling service and casework to clients who reside within the identified catchment area. This service is supplemented by limited telephone information, representation to a range of relevant authorities such as the Financial Ombudsman and delivery of communication education workshops.</p> <p>Employees of the Service must be willing to work within the partnership model. The Service employs 3 financial counsellors and employees will work with Program Managers across the two-partner service where appropriate.</p> <p>All employees of the service must adhere to the principles, vision and objectives of the members of the Financial Counselling Committee, being MetroMRC and Good Shepherd Australia New Zealand.</p> <p>This role provides intensive support and in-depth face to face and/or phone assessment of a person's financial situation, short term case work, advocacy and the identification of options to address financial concerns. The Financial Counsellor 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. The post holder is responsible for maintaining timely and accurate file records and effective networks and partnerships.</p>	
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
- FCAN 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
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)

Responsibilities

Financial Counselling

- Provide face to face and telephone financial counselling, information, individual advocacy and referral for customers.
- 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 local networks to provide information and make customer referrals to other support services
- Work with others in the team 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 organization.
- Adhere to all workplace health and safety policies and procedures and support the maintenance of a clean and safe workplace for staff and customers

Strategy

- Deliver service in line with team operational plan and GSANZ's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high performance team through demonstration of capabilities outlined in GSANZ's leadership capability framework
- 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
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- 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

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

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
- Value of each person
- Justice
- Zeal
- Audacity