

Position description

Title	Financial Counsellor
Reports to	Team Leader, Financial Counselling
Classification & Salary	SCHADS Level 5 (plus super and salary packaging)
Employment Status	Full Time until November 2023
Primary Location	Hybrid – Southport / WFH
Date	December 2022

Good Shepherd Australia New Zealand (GSANZ)

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.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

Financial Counsellors provide intensive support through an in-depth phone and/or face to face assessment of a person's financial situation, goal-oriented 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.

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 form a part of a broader team of financial counsellors and will provide comprehensive service delivery to clients across Queensland by a dedicated co-location arrangement and periodic phone, face to face or workshop support to clients across the catchment. Periodic attendance at broader agency functions and events will be required.

Key Responsibilities

- Undertake high quality intake and assessment, by phone and/or face to face, to provide initial financial counselling support, consultation and triage
 - Use their sound understanding of the broader community and financial sectors to provide referral and advocacy to clients, with a focus on women experiencing family violence
 - Demonstrate an ethos of team collaboration with financial counselling and financial capability peers, the legal services team and the broader service sector
 - Always demonstrate behaviour consistent with GSANZ mission, policies and values, and participate in GSANZ organisational activities as required
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Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd'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 Good Shepherd'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 Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
 - Maintain agreed quality standards
 - Maintain OH&S standards at all times
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Qualifications, Experience and Mandatory Requirements

- Experience working with clients who experience personal and financial vulnerabilities
- Must have obtained the Diploma of Financial Counselling.
- Have current FCVic or equivalent state registration
- A current Driver's License
- A satisfactory Police Check
- A current Employee Working with Children's Check (WWCC)

Key Selection Criteria

1. Financial Counselling experience in the provision of intake, telephone triage, assessment and case work.
2. Demonstrated strong ethos and skill in working as part of a team
3. Demonstrated capacity to maintain timely and accurate records
4. Excellent interpersonal, written and verbal communication, negotiation and advocacy skills
5. Experience in working with women who have experienced family violence, and people with CALD backgrounds is an advantage

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.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

The above requirements will need to be supplied and verified prior to commencement

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.