

Position Description

Position	<i>Intake Worker</i>
Reports to (position title)	<i>Director of Financial Counselling</i>
Purpose:	<i>The Financial Counselling Intake Worker provides initial contact services for the financial counselling team, collecting and reporting data so that financial counsellors can target their expertise where most needed. The Intake Worker supports financial counsellors with their delivery of financial counselling services ensuring the work integrates with the organisation's goal to bring about broader change through the integration of casework, policy and campaign work.</i>
Direct reports:	<i>0</i>
Indirect reports:	<i>0</i>
Scope	<i>Financial counselling services for the state of Victoria via National Debt Helpline at Consumer Action. Liaison with other financial counselling services at national level. Consumer Action's financial counselling service takes more than 10,000 calls per annum (based on 2018-2019 figures)</i>

ORGANISATION CHART



KEY RESPONSIBILITIES / ACCOUNTABILITIES

Casework and Advice support

- Support the DFC and the organisation to build an effective and sustainable community sector through partnerships with financial counselling and other agencies;
- Undertake initial call screening;
- Connect callers to appropriate services;
- Support Consumer Action's goal to empower people through the provision of an effective financial counselling service, linking to identification of policy and campaign priorities and high impact representation in selected cases;

Practice Management

- Support the Financial Counselling team to maintain accurate and reliable data through initial completion of screening questions and file system maintenance;
- Assist the Director of Financial Counselling (DFC), Financial Counselling Team Leaders and the Operations Administrator (Financial Counselling) with administrative tasks relating to the telephone advice service, as delegated.

Call Screening

- Provide prompt initial call response services for callers to Consumer Action's financial counselling service;
- Maintain accurate understanding of services and referral pathways so that calls are directed appropriately and financial counselling expertise is used efficiently.

Strategic Advocacy

- Support the team to pro-actively identify systemic consumer issues and make a visible contribution to policy and campaign activities relating to issues identified through financial counselling work.
- Support the team to collaborate on powerful stories that inspire systemic change.

QUALIFICATIONS AND EXPERIENCE

- The Financial Counselling Intake Worker must have certificate level qualifications in counselling or community services, or equivalent relevant experience.

COMPETENCIES AND BEHAVIOURAL SKILLS

Communication

- Highly developed listening and communication skills are required, including the ability to tailor and modify communication to a range of audiences;
- Ability to manage potentially challenging clients in stressful and emotionally charged situations;
- Well-developed ability to engage with, communicate with and assist callers experiencing vulnerability and disadvantage.

Collaboration and Teamwork

- Proven collaborative skills and ability to work effectively with and through others;
- Shows consideration, concern and respect for others' feelings and ideas; accommodates and works well with the different working styles of others, treating all people with dignity and respect.

Organisational Skills

- Good time management skills and the ability to manage competing priorities under pressure.

Self-Awareness

- Emotional intelligence and self-awareness with a demonstrable understanding of reflective practice.