

**Macarthur Family and Youth Services**

***Supporting children, young people and communities***

***to be the best they can be.***

**Financial Counsellor**

**Position Description**

**Candidate Information**

**POSITION TITLE:** Financial Counsellor

**Position Status:** Fixed Term Employment Contract till June 2021

**Location:** 16 King Street Campbelltown NSW 2560

There will be variable sites of work dependent on service delivery needs.

**Responsible to:** Director

**Direct Reports:** None

**Pay Level:** Pay Level: Social Community, Home Care andDisability Services Industry Award 2010

Level (5.1) $39.95 per hour.

As a not for profit organisation, our employees are able to take advantage of salary packaging to receive up to $15,900 of their salary tax free.

**Annual leave:** 4-weeks per annum

**Hours:** Part Time- 21 hours per week (7 hours per day x 3 days per week)

**Probation period:** In accordance with relevant industrial instruments (6 months)

**Position Description**

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| Position Title | Financial Counsellor |
| Reporting to | Director |
| Position Status | Fixed Term Contract Till June 2021 |
| Updated | May 2020 |

**Role:**

The position will assist people in financial difficulty by providing information and support to help them deal with their financial problems, manage their debts and alleviate the stress of being in financial hardship. A key responsibility is to deliver high quality provision of information, advice, practical assistance, referral and groups. This role works collaboratively as a member of the team within Macarthur Family & Youth Services multi-disciplinary model.

**Duties and responsibilities:**

* Provide information, options, practical assistance and advocacy to address financial issues and alleviate financial burden.
* To provide free and confidential assistance to individuals and families who are experiencing financial crisis or chronic financial difficulties through counselling.
* Contribute to Macarthur Family & Youth Services community education and engagement activities including the preparation of materials.
* Build financial resilience with clients to improve their financial standing and develop strategies to reach their goals.
* Help clients to safeguard themselves from economic abuse (elder abuse, scams etc.).
* Maintain client records and documentation within requirements and timelines.
* Facilitate community educational groups for the purpose of raising awareness of financial issues.
* Accurately record and report against funding outcomes.

To provide a professional financial counselling service assisting individuals and families experiencing financial difficulties.

This includes:

* Assessment of the financial situation of clients
* Provision of information relating to legal implications of debt
* Assistance with budget planning
* Provision of information regarding government assistance
* Assistance in accessing community resources as required, and
* Empowering clients to manage their own financial situations and to deal with creditors through provision of information on their rights and responsibilities
* To advocate on behalf of clients when required - in a manner that encourages independence and self-sufficiency in clients
* Implementing strategies that prevent future financial crisis where possible

This includes:

* Receiving and assessing referrals
* Managing demand for the service
* Presenting referrals at weekly allocation meetings
* Referring to other programs or agencies where appropriate including Responsible Gambling Services and Warruei Services.
* To participate in the implementation and facilitation of community development activities as required
* To accurately record client contact information as part of the agency data collection system both for accountability purposes and to assist in the planning and targeting service delivery according to identifiable needs
* To ensure engagement activities/outcomes for the program objectives are met
* To maintain contact with other service providers and agencies in order to promote integration of the service in the community and also to enable the development of best practice in the field
* To participate in the development, implementation, monitoring and evaluation of the program
* To participate in professional development activities in order to maintain skills appropriate to the demands of this position. This includes gaining knowledge about legislative and other changes that impact on the client group
* Other duties as required

**Organisational Obligations:**

Demonstrate commitment to Macarthur Family & Youth Services Mission, Vision and Values.

* Comply with Macarthur Family & Youth Services Policies and Procedures.
* Observe all legal and legislative requirements.
* Ensure a high level of confidentiality and integrity.
* Assist in the development of, and participate in Macarthur Family & Youth Services initiatives, projects and events.
* Cultivate productive and collaborative working relationships and outcomes through open and inclusive planning, continuous improvement and transparent work practices.
* Liaise with others in a professional, respectful and constructive manner.
* Participate in professional supervision and other reflective practice opportunities as required.

**Selection Criteria:**

**Essential:**

1. Diploma in Financial Counselling with a minimum 2 years’ experience in financial counselling
2. Current membership of the Financial Counsellors Association of NSW Inc
3. Thorough knowledge of the relevant legislation and regulations pertaining to financial issues
4. Experience independently managing a case load and working with vulnerable and disadvantaged members of the community
5. Experience conducting group community education (financial literacy / budgeting) sessions
6. Competence in use of keyboard and standard PC software including excel
7. NSW Working with Children Check Clearance & Criminal Record Check, current full drivers licence and access to a vehicle with comprehensive insurance.

**Additional Information**

* An attractive remuneration package will be offered to the successful applicant. Salary Packaging is available with this position.
* All offers of employment at Macarthur Family & Youth Services are subject to a six month probationary period.
* The term of the contract may be extended pending on outcomes and Office of Responsible Gambling approval.

**Terms and Conditions of Employment:**

Macarthur Family & Youth Services works under the **Social, Community, Home Care & Disability** **Services Award 2010**

**Location:**

The main place of work will be at 16 King Street, Campbelltown.

There will be variable sites of work dependent on service delivery needs.

**Your application will need to include:**

* Your current resume
* Statement against each of the Selection Criteria outlined in this Job Description

**To Apply:**

Please email your application to the Director: [veck.a@mfys.org.au](mailto:veck.a@mfys.org.au)

If you have any questions relating to the position please contact Veck Apostolovski.

**Applications close 5pm, 10 June 2020**

When progressing to interview you will be required to provide three referees including your most recent manager / supervisor.