

Job Title:	Financial Counsellor - Intern	Award Status:	Social, Community, Home Care and Disability Services Industry Award 2010 Social and Community Service Employee
Location:	The Spiers Centre	Level/Salary Range:	Level 4
Position Type:	Part-time	Position Reports to:	Financial Counselling Coordinator

Job Description

ROLE AND RESPONSIBILITIES

The Intern Financial Counsellor helps people build longer-term capability to budget and manage their money better and make informed financial decisions. They will be responsible for delivering financial literacy and education, one-on-one budgeting support to individuals and facilitating community education workshops.

Leadership & Development:

- Actively participate in fortnightly staff meetings
- Undertake and participate in staff appraisal processes
- Undertake the practical training requirements for the Diploma of Financial Counselling
- Undertake required training and supervision with Financial Counselling Coordinator
- Undertake appropriate training as identified in performance management evaluations
- Participate in industry associations and networks to ensure awareness of current trends and options available

Operations:

- Interview and assess eligible client's specific needs of individuals and their family;
- Provide appropriate assistance to clients within budgetary and resource limitations
- Provide one-on-one budgeting support to individuals, families, groups and communities
- Ensure clients have access to basic financial literacy, education and support resources
- Provide financial literacy community education workshops to local groups
- Support clients to build skills, decrease financial stress and effectively manage money
- Provide referral pathways that aim to enhance financial well-being
- Facilitate access to financial counsellors and other relevant services as appropriate
- Provide emergency relief as appropriate

Community Engagement:

- Establish and maintain relationships with key organisations and other relevant stakeholders
- Liaises with relevant organisations providing information and support to community workers
- Survey clients to assess for continuous improvement measures and positive outcomes

Internal Processes:

- Maintain and enter data into client resource management and internal database systems
- Provides service and program reports as required
- Participate in professional development activities, case reviews and training
- Work with a multi-disciplinary team and provide support through sharing of skills and knowledge
- Maintain knowledge of and adhere to policies and procedures of the organisation
- Other duties as related to this position as required

Financial Services:

- Distribution and reconciliation of food vouchers
- Preparation of requests for payment for emergency relief
- Meets required funding outcomes for the emergency relief services

ESSENTIAL CRITERIA

- Certificate III or above in Community Services
- Experience in group facilitation and public speaking
- Experience providing support and advocacy for clients facing financial disadvantage and relevant referral pathways
- Ability to communicate financial options, work with and empower people with respect and sensitivity, without judgement or discrimination.
- Ability to work under pressure, be flexible and work independently as well as part of a small multi-disciplinary team
- Ability to adhere to and meet KPI's, deadlines and program and quality outcomes
- Ability to be innovative and improve practices, documents and processes
- Experience working with A/TSI and CaLD communities
- Proficient in the use of MS Office and client database management systems
- Willingness to travel between office locations as required
- Willingness to enrol in and complete the Diploma in Financial Counselling within the 12 month period
- Permanent Residency/Australian Citizenship documentation
- Possession of a current clear driver's license and reliable vehicle
- Possession of current National Police clearance certificate
- Possession of Working with Children Check

Desirable criteria

- Certificate IV or above in Community Services

ACCEPTANCE OF POSITION DESCRIPTION

In signing this position description, you confirm that you have read, understood and accept the responsibilities as contained in this Position Description.

Position	Name	Signature	Date
Incumbent			
Line Manager			