

## **POSITION DESCRIPTION: Workforce Development Officer**

### **1. Title**

Workforce Development Officer

### **2. Salary**

The position is classified according to the Social Community Home Care and Disability Industry Award 2010 Level 5/6, with salary within that level depending on experience and level of skills being brought to the role. As a guide, a pro rata salary range between FTE \$80,305 and \$91,449 will be offered.

The successful applicant is also entitled to access our fringe benefits taxation allowance made available to staff of charitable and not for profit organisations under existing government legislation.

### **3. Period and hours of employment**

The position is for a term of 12 months, at 0.8 FTE – 4 days per week.

### **4. Position Description**

The primary purpose of this position is to support new financial counsellors training and entering the workforce, as well as the continued development of the existing workforce.

In doing this, the staff member will liaise with financial counselling students, trainees and interns, financial counsellor employing agencies, and a range of other stakeholders, including Registered Training Organisations (RTOs), interstate counterparts and Financial Counselling Australia (FCA).

Reporting to the FCVic Training Manager, this position will work in close collaboration with other FCVic team members to develop the financial counselling sector in Victoria. The funding for this position is to support the financial counselling sector in Tasmania as well, so the position will have similar responsibilities for Tasmanian workforce development in its remit but will be based in Melbourne.

#### **Primary responsibilities**

- Work closely with students, interns, financial counselling agencies and RTOs to ensure that Diploma students are able to access effective learning and training through placements and/or internships
- Support the “intern model” through training and networking opportunities for the interns employed by agencies, and support for agency staff who supervise and support interns and students on placement
- Develop sustainable supervision and mentoring models, with associated training and guidelines
- Develop and coordinate effective mentor networks

- Assist in developing strategies to increase the number of students undertaking and completing the Diploma of Financial Counselling to an appropriate standard of practice
- Contribute to developing a workforce development strategy for the sector
- Work with FCAT to develop appropriate workforce development arrangements in Tasmania, incorporating elements of the above.

### **FCVic Responsibilities**

- Ensure all documents are created, stored and maintained in accordance with organisational requirements
- Represent FcVic in a responsible and professional manner at all times
- Comply with the policies and procedures of the organisation
- Properly organise and manage working time to ensure efficient productivity
- Perform other duties as directed that fall within the scope of the position or the incumbent's knowledge and skills base

## **5. Key selection criteria**

### **Competencies**

- Ability to develop and maintain strong stakeholder relationships
- A strong understanding of adult education principles in a professional practice context
- Proven conceptual, analytic and problem-solving skills and ability to think strategically
- Effective verbal communication and interpersonal skills, with the ability to liaise with people at all levels in an informative, accurate and positive manner
- Ability to write clearly on policy issues
- Ability to make good judgements on priorities and relationships under time pressure, and to maintain a consistent level of professionalism
- Ability to work effectively within a busy team environment, and to work unsupervised.
- Strong outcome focus and genuine desire to assist FcVic members, stakeholders and team members
- A can-do attitude, flexible and mature approach to work tasks, and a willingness to learn

### **Experience and Qualifications**

#### **Required:**

- Tertiary qualification in organisational development, learning and development, adult education or equivalent workforce experience
- Experience in undertaking or managing placements and/or traineeships for a practice-oriented profession

#### **Highly desirable:**

- Diploma of Financial Counselling
- Experience working as a qualified financial counsellor, or experience working with the financial counselling sector
- Experience with the Vocational Education and Training (VET) sector

Date Last Reviewed: 8 July 2020

Approved By: Training Manager/Executive Officer