

Position Description



Title	Senior Practitioner Financial Counselling
Reports to	Team Leader
Direct Reports	Financial Counsellors (four – six)
Classification & Salary	Social Community Homecare and Disability Award, level 6.1 \$88,584.08 per annum + super. Salary packaging available
Employment Status	Ongoing, Full-time
Primary Location	WFH during COVID then negotiable
Date	October 2020
Good Shepherd Australia New Zealand (GSANZ)	
<p>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.</p> <p>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.</p>	
Role Purpose	
<p>The Financial Counsellor Senior Practitioner role is the first level of team leadership. The role is responsible for providing organizational line management and support to financial counsellors and undertaking a reduced financial counselling case load of up to 15 clients (telephone and face-to-face).</p> <p>This role will lead a generalist Good Shepherd financial counselling team as well as ensuring the MARAM guidelines and Financial Counselling Code of Practice are followed in daily practice. The role will support the development of new referral pathways and best practice co-delivery with Good Shepherd internal services and external service providers.</p>	
Key Responsibilities	
<p>Financial Counselling</p> <ul style="list-style-type: none"> • Hold a client case load (up to 15 clients) providing telephone and face-to-face financial counselling services • Provide intensive support through an in-depth phone and/or face to face assessment of a person's financial situation, short term case work, advocacy and the identification of options to address financial concerns • Undertake a triage process, prioritising and referring clients to other sources of support and assistance as necessary and can provide consultation to other services • Maintain an approachable, transparent and professional manner • Ensure all services are delivered in line with the Good Shepherd's service standards and program procedures <p>Leadership and supervision</p> <ul style="list-style-type: none"> • Provision of formal and informal supervision of Financial Counsellors in line with Good Shepherd and FCA supervision framework and standards • Promote team wellbeing by developing and maintaining a culture of open communication 	

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- Ensure Financial Counsellors maintain appropriate case notes within the CRM
- Participate in recruitment for the team
- With support from the Team Leader address behaviour inconsistent with required compliance standards in a timely and appropriate manner
- Respond to incidents in a timely manner, following GSA NZ incident management protocols
- Participate and contribute to leadership activities for the team, including coordinating meetings and running activities centred around collaboration, professional development and wellbeing
- Work collaboratively with the Program Manager, team members and other Financial Counselling Senior Practitioners to deliver on strategic and operational outcomes
- Deliver, monitor and support the Financial Counselling Services

Responsibilities of Good Shepherd Employees

Strategy

- Identify opportunities and strategies for improvement, innovation, growth and development
- Work collaboratively with the Program Manager, team members and other Financial Counselling Senior Practitioners to deliver on strategic and operational outcomes
- Deliver, monitor and support the Financial Counselling Services

People

- Independently monitor and amend your own schedule in response to workload demands; and in response to team workload demands.
- Provide leadership, guidance and support to team members, specifically new or lesser experienced Financial Counsellors
- Demonstrate to other team members a high level of motivation and sustained discipline to provide a high-level care and/or support for clients with a variety of complex requirements.
- Assist in team building by participating or leading in team activities and apply the techniques of conflict resolution within the work environment.
- Effectively and positively engage with other staff and teams of the service, and with external agencies, using a range of communication techniques.

Clients

- Deliver services to clients in accordance with client-focus and strength based, empowerment principles.
- Provide financial counselling to a range of clients with complex needs, and respond appropriately to people from culturally diverse and indigenous backgrounds, and those with low levels of literacy.
- Provide referrals to other services as appropriate.
- Provide high quality negotiation and advocacy on behalf of clients
- Ensure clients have access to the GSA NZ complaint process

Service Delivery and Operations

- Maintain an up to date knowledge of legislation and government policies relevant to financial services and counselling and providing advice to clients in relation to resolving financial hardship.
- Provide support and resourcing to clients who want to pursue complaints to external dispute resolution agencies.

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- Thorough working knowledge of the SRS database.
- Thorough understanding and application of record keeping and filing systems.
- Adhere to compliance and reporting requirements.
- Adhere to professional registration requirements
- Assist with the implementation of new/amended compliance and reporting requirements.
- Understand and interpret complicated guidelines/procedures. Resolve problems requiring the practical application of theory

Stakeholders

- Demonstrate a capacity to represent the service appropriately in a range of forums, including professional bodies, relevant external agencies and working groups.
- Demonstrate a capacity to build and maintain a network of contacts within GSANZ, the financial counselling network and external agencies

Compliance

- Demonstrate behaviour consistent with GSANZ mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times
- Ensure documentation is in accordance with GSANZ standards

Qualifications, Experience and Mandatory Requirements

- Diploma of Financial Counselling
- Current registration with FCRC
- Experience providing case supervision
- Experience playing a lead role within a team, either as a senior member or team leader
- Behaviour consistent with GSANZ mission, policies and values
- Ability to collect and analyse data
- Excellent communication, organisational and interpersonal skills, including an ability to quickly build rapport
- Ability to work independently and collaboratively within a team A satisfactory Police Check
- A current Working with Children's Check (WWCC)
- A current Driver's License

Key Selection Criteria

1. Minimum Diploma level qualifications in Financial Counselling
2. FCRC Supervision Training
3. Experience working with clients in or at risk of poverty, family violence, family breakdown or other capability building services
4. Significant experience in the provision of intake, assessment, case work
5. Excellent interpersonal, written, verbal communication and case note taking skills
6. Commitment to personal and professional development
7. Strong ethos of team collaboration
8. Commitment and understanding of continuous quality improvement

Values and Behaviour

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.

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

Additional Information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current Police Record Check
- A current 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.