**POSITION DESCRIPTION**

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| **Financial Counsellor - GambleAware** | | | |
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| **DIVISION and PROGRAM:** | Families Division  Digital and Place Based Counselling | **AWARD AND LEVEL** | SCHADS Level 5 |
| **LOCATION:** | Fairfield, Lewisham, Liverpool and Sutherland | **POSITION STATUS** | Part-time |
| **DATE OF APPROVAL:** | April 2021 | **APPROVED BY (Position Title):** | Executive Manager |

**Purpose of the position**

The Financial Counsellor is responsible for the provision of financial counselling to support people affected by problem gambling. These responsibilities include client intake, an in-depth assessment of a client’s financial situation, face-to-face and telephone/digital financial counselling, casework, advocacy, referral to other support services as well as providing support and information to clients to enhance their autonomy, safety, emotional and psycho-educational well-being.

The Financial Counsellor will also undertake community education, advocacy on debt and gambling related issues and maintain community links with relevant organisations with a view to improving client outcomes across the community. The role is to be conducted in accordance with CatholicCare’s Mission, Vision and Values and a person-centred approach.

**KEY ACCOUNTABILITIES**

* Provide face-to-face financial assessment, counselling, case-work, individual advocacy and referrals for people affected by problem gambling who are experiencing financial distress.
* Provide information and all possible options to address the client’s specific financial problem/s and the implication of these for their financial situation.
* Advocate and negotiate on the client’s behalf with credit providers as required.
* Encourage and support consumers to advocate and negotiate on their own behalf.
* Adhere to GAP practices and protocols, must support GAP activities and those of GambleAware
* Undertake and adhere to specifications for training and supervision
* Maintain accreditation with relevant bodies
* Maintain awareness of and develop close working relationships with other CatholicCare Programs, Government Agencies and Community Organisations who refer and support clients.
* Participate in developing community education resources on consumer debt and gambling related issues.
* Conduct workshops on household financial management for community groups and services.
* Maintain comprehensive client and service related documentation, ensuring data collection and client records are up to date, in good order and accurate.

**KEY COMMUNICATIONS**

This role works closely with:

* Practice Manager - Provide guidance, advice and direction, ensure accountabilities, exchange information, supervision and facilitate ongoing professional development
* Program colleagues - Provide client and community engagement tasks, ensure accountabilities, exchange information, oversee performance and on going professional development
* Clients - Providing counseling, referral, support, information and advocacy to clients.
* Stakeholders - Providing appropriate information, facilitating referral pathways and upholding MOU’s

**SELECTION CRITERIA**

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|  | Ability to undertake the duties of the role in accordance with CatholicCare’s Mission, Vision and Values and its Code of Ethics and Conduct |
|  | Qualification in Diploma of Financial Counselling – Gambling (as a minimum), or higher |
|  | Relevant experience in a financial counselling role |
|  | Current membership of a relevant financial counselling association (e.g. FCAN) |
|  | Demonstrated experience of engaging and working with a variety of people to assist their financial capabilities, including CALD communities |
|  | Demonstrated ability to develop and facilitate workshops |
|  | Well-developed communication, interpersonal and liaison skills, including ability to communicate/consult with all providers across a range of diverse cultural groups, including service users, government and community representatives |
|  | Strong Digital literacy |
|  | Working with Children Check Clearance Verification Number |
| 8. | National Criminal Record History Check |

**ACKNOWLEDGEMENT OF POSITION HOLDER**

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| I have read and understood the requirements of the above position and I have received a copy of this document. | | | | | | | |
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| **Position Holder :** |  | | | | |  |  |
|  | (Print Name) | | | | | (Signature) |
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|  | / |  | / |  |
| (Date) | | | | |