

# Position description

<b>Title</b>	<b>Financial Counsellor</b>
<b>Reports to</b>	<b>Senior Financial Counsellor – National Financial Counselling</b>
<b>Classification &amp; Salary</b>	<b>SCHADS Level 5 (plus super and salary packaging)</b>
<b>Employment Status</b>	<b>2 Year Maximum Term Contract Full Time (1 FTE)</b>
<b>Work Location</b>	<b>Good Shepherd sites and/or co-locations sites</b>
<b>Date</b>	<b>May 2026</b>

## **Good Shepherd Australia New Zealand (GSANZ)**

Our 2023–2027 strategy outlines the world we want to see and our role in advancing it. We aspire for all women, girls, and families to be safe, well, strong, and connected. We strive for equity, dignity and social justice for women, girls and families by collaborating globally and acting locally, supporting our communities in Australia and New Zealand to thrive.

We want women, girls and families to live full and dignified lives, have dignified income and enjoy financial wellbeing. We aim to provide place-based, people-centred, holistic services while working at the system level to achieve bold and audacious reform. We currently offer microfinance programs and products, financial counselling and coaching, family and domestic violence support services, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and strong advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Good Shepherd employees are committed to inclusive practice that responds to the specific needs, context, and circumstances of service participants. We embrace the diversity and intersectionality of individuals and recognise a person's right to a unique identity comprising culture, language, ability, community, gender, sex, sexual orientation and lived experience.

## **Role Purpose**

This role sits within Good Shepherd's National Financial Counselling team as part of Service Navigation and Support working across various cohorts including victim survivors of family and domestic violence.

The role provides intensive support and 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.

Financial counsellors may undertake a triage process, prioritising and referring clients to other sources of support and assistance as necessary and can provide consultation to other services, and are responsible to maintain timely and accurate file records. The postholder will be expected to

maintain effective networks and partnerships. This role will provide financial counselling support and referral to people who are vulnerable, in debt and/ or struggling to pay their bills and will require some travel across sites.

Financial counsellors always support the person's fullest participation and empowerment in planning and decision-making using a trauma Informed approach. The role will also contribute to the development of Good Shepherd and to the broader Financial Counselling services and capability work, and to the broader GSANZ objectives. Periodic attendance at agency functions and events will be required; and compliance with GSANZ policy, procedure and code of conduct is always expected.

### **Key Responsibilities**

- Provide telephone-based and face to face financial counselling, information, individual advocacy and referral for customers.
- Assist customers to make informed decisions on the best course of action to resolve their financial difficulties, and/or to gain an improved ability to manage their financial affairs in the future.
- Assist people from diverse backgrounds with complex needs in a way that is respectful, appropriate and professional.
- Develop relationships with and utilise local networks to provide information and make customer referrals to other support services.
- Work with others in the team to support best client outcomes through professional and ethical teamwork.
- Maintain accurate customer records are kept using the required customer database.
- Assist the broader financial counselling team and stakeholders with financial counselling consultation via email and telephone, as relevant to clients.
- Liaise with community partners to ensure smooth rostering and scheduling of customer appointments and interpreters.
- Comply with all existing policies and procedures in relation to service delivery, including Financial Counselling Australia standards.
- Actively participate in supervision processes.
- Support and enact quality processes within the organisation.
- Adhere to all workplace health and safety policies and procedures and support the maintenance of a clean and safe workplace for staff and customers.
- Other Duties as required and within the capability of the classification and the incumbent skills and experience.

### **Responsibilities of Good Shepherd Employees**

#### **Strategy**

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

#### **People**

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues

- Take responsibility for own wellbeing

#### **Clients**

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

#### **Service Delivery and Operations**

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

#### **Stakeholders**

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

#### **Compliance**

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

#### **Qualifications, Experience and Mandatory Requirements**

- Diploma of Financial Counselling.
- Minimum one year Financial Counselling experience.
- Current membership with FCA or similar body In the State of practice.
- Up to date CPD and Professional Supervision record attendance.
- Demonstrated understanding of the community sector.
- Demonstrated understanding of family violence including financial abuse and working within recognized risk frameworks including or equivalent to Victoria's Multi-Agency Risk Assessment (MARAM) guidelines.
- Demonstrated knowledge and experience in the application of trauma informed practice.
- Experience working with diverse groups and cultures and understanding intersectionality.
- Strong ethos of team collaboration.

#### **Desirable Skills, Qualifications and Attributes**

- Demonstrated experience working with individuals impacted by gambling harm.
- Willingness and ability to undertake Financial Capability work with clients, where appropriate.

#### **Key Selection Criteria**

1. Minimum Diploma level qualifications in financial counselling.
2. Minimum one years Financial Counselling experience, more experience is desirable.
3. Experience working with vulnerable and at-risk clients.
4. Demonstrated experience in family violence financial counselling and working with people who have experienced financial abuse.

5. Significant experience in the provision of intake, assessment, case work.
6. Understanding of and experience in service provision of financial counselling, financial literacy development, advocacy, and referral
7. Excellent interpersonal, written, and verbal communication, negotiation, and advocacy skills
8. Commitment to personal and professional development

### **Values & Behaviours**

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.

### **Value of each person | Reconciliation | Justice | Zeal | Audacity**

### **Additional information**

#### **Employment is subject to:**

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- You may be required to obtain particular vaccines or immunisations in order to perform the inherent requirements of this position. This Includes but Is not limited to the COVID-19 vaccine/Immunisation

**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.

*Good Shepherd Australia New Zealand (GSANZ) respects the dignity of all people, draws strength from, and celebrates the diversity of our community. At GSANZ, we strive for an inclusive culture where Aboriginal and Torres Strait Islander people, people of all sexual orientations and gender expressions and identities, people with disability, and culturally and racially marginalised people feel safe and that they belong.*

**Position Description Acknowledgement**

*I acknowledge and agree that I have read and understood this position description.*

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Signed by [Name]

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Date