



Make an
impact

Position Description

Title: Financial Counsellor

Classification Level: 5

Directorate: Community & Place

Business Unit: Community Services

Service Unit: Family & Community Services

Position Number: 3304034

Reporting to: Service Lead Family & Community Services

Direct Reports: No

Internal Relationships: All relevant employees, Community & Place service units, Executive Leadership team

External Relationship: Financial Wellbeing Collective, Financial Counselling Association of Western Australia, Not for Profit Entities

Vision

Cockburn, the best place to be.

Purpose

Support our communities to thrive by providing inclusive and sustainable services which reflect their aspirations.

Service Unit Purpose

Plan, develop and deliver a diverse range of grant funded support services to individuals and families, based on the principles of universal access and inclusion, cultural competency and diversity.

Primary Objectives

- To provide financial counselling and advocacy to residents in the Perth metropolitan area.

Corporate Accountabilities

- Role model and demonstrate the City's Values and behaviours that distinguish the City's workplace culture and that are aligned with the City's Code of Conduct.
- Provides specialist knowledge to ensure the delivery of operational outcomes.
- Responsible for good corporate governance and compliance within the scope of their job role.
- Adheres to the defined systems and provides feedback in relation to system improvements.
- Responsible for ensuring their own behaviours and actions are in alignment with the Organisational Values of the organisation and in which peers work in a physical and psychologically safe environment.
- Ensure delivery of a high standard of customer service to internal and external customers in accordance with the City's Customer Service Charter and relevant policies and procedures.
- Comply with Work Health and Safety (WHS), anti-discrimination, equal opportunity and other related legislation, City policies, procedures, Hazard and Risk Management guidelines and actively support the City WHS systems.
- Comply with and promote Child Safe standards and principles.

Position Accountabilities and Outcomes

- Provide information, options, support and advocacy for residents and small businesses within the Perth metropolitan area in accordance with the State government funded Financial Wellbeing Collective, of which City of Cockburn is a partner.
- Assess individual client's financial situation and provide information, options and implications of those options to clients and provide referrals where appropriate.
- Maintain accurate, timely and comprehensive case notes and database records in accordance with the Financial Wellbeing Collective requirements and ensure all quantitative and qualitative reporting requirements are met in a timely and accurate manner ensuring the organisation meets its statutory and contractual obligations.
- Liaise, consult and work collaboratively with other community service providers including City of Cockburn support services and other key stakeholders in order to facilitate a stronger community.

- Advocate and negotiate on behalf of clients as required and assist clients to develop skills and strategies to address their financial issues, empowering them to understand and cope with financial and debt problems in the future.
- Provide a high standard of case work management within a holistic service approach to ensure that complex cases are managed appropriately.
- Undertake effective distribution and dissemination of information to the community in relation to debt, credit and financial issues and undertake speaking engagements to the community as required by the Financial Wellbeing Collective.
- Be actively engaged with the Financial Wellbeing Collective through attendance at meetings, trainings, community of practice and maintain positive working relationships with other partner agencies and financial counsellors.
- Participate effectively in supervision practice for professional development and in group peer supervision where appropriate with other financial counsellors so that best practice in service delivery can be provided to consumers.
- Maintain all requirements for membership of the Financial Counsellors Association of Western Australia.
- Perform other duties as required within the scope of this level and in accordance with skills, knowledge, and experience.

Work Related Requirements

Essential Criteria

Skills

- Strong written communication skills and interpersonal skills, including the ability to prepare clear and accurate reports.
- Ability to work effectively under pressure and meet competing deadlines.
- Strong organisational and time management skills.
- Ability to work independently and collaboratively in a team environment.
- Ability to apply initiative, flexibility and sound professional judgement in delivering services.
- Capacity to assess risk, maintain professional boundaries and respond appropriately to complex client presentations.

Knowledge

- Sound understanding of financial counselling practice including relevant legislation, regulations and policies.
- Demonstrated ability to plan and achieve operational outcomes.

Experience

- Demonstrated experience engaging and working with community organisations and not for profit organisations.

Qualifications / Clearances

Mandatory

- Diploma of Community Services (Financial Counselling).
- Membership, or eligible for membership, with the Financial Counsellors Association of WA
- Current WA Driver's Licence Class 'C'
- Maintain fitness for work requirements consistent with the inherent requirements of position
- Maintain a satisfactory Nationally Coordinated Criminal History Check.

Performance Measures

Performance will be formally assessed annually against a range of mutually agreed factors under the following areas and/or competencies:

- Ability to solve problems and identify preventative action
- Ability to plan and organise work setting and achieve realistic timetables and objectives
- Ability to perform effectively and efficiently in undertaking the duties of the position and dealing with various issues encountered
- Ability to achieve the Key Result Areas associated with the position.

Purchase Authorisation Level

Purchase Authorisation Level: Level 6

Extent of Authority (Judgement / Delegation)

- Where policy, guidelines and frameworks do not exist, the incumbent is expected to demonstrate sound judgement commensurate with the level of this position.

Acceptance

I _____ (Employee) hereby confirm my understanding and acceptance of the duties, responsibilities and all other requirements as detailed in this document.

Signed:

Date: ____/____/____