



POSITION DESCRIPTION

Position title	Financial Counsellor
Award	L6 Social, Community, Home Care and Disability Services (SCHADS)
Location	Shepparton
Reporting to	Snr. Financial Counsellor

ORGANISATIONAL ENVIRONMENT

VincentCare Victoria was established to provide a range of professional accommodation and support services to people that are facing disadvantage and those that are ageing throughout metropolitan and regional Victoria. VincentCare's primary focus is to:

- provide quality services for people at risk of or experiencing homelessness, people with all abilities including those struggling with complex needs including substance abuse and mental health issues.
- advocate for vulnerable and disadvantaged people, respecting their dignity and rights and providing support and encouragement to enable greater independence.

Our Mandate - VincentCare was established to extend the Christian Mission of the St Vincent de Paul Society to support and advocate on behalf of the most disadvantaged Victorians.

Our Aspiration - To be the leader in providing care, hope and advocacy for those facing disadvantage.

Our Purpose - To create opportunities and lasting change for the most marginalised.

Our Values - *Courage, Leadership, Accountability, Compassion, Excellence, Dignity.*

Diversity Statement - VincentCare is committed to demonstrating the principles of self-determination, reconciliation, intersectional inclusion, equity, and social justice. This means that we will resolutely:

- Seek to understand what people think as a society about all the parts of a person's identity can negatively impact their life and ability to access appropriate services.
- Take specific steps to ensure that all staff, volunteers and clients feel valued and are treated with dignity and respect.
- Celebrate people's diverse physical and cognitive abilities, mental or cognitive health status, cultural background and ethnicity, gender identity, sexual characteristics, sexual orientation, age, faith or non-faith.
- Critically review our work to identify disadvantages and we actively seek to place the voices and expertise of marginalised people at the centre of our actions when improving our inclusion strategies.
- Lead by example in how we challenge disadvantage and contribute to a more equitable world which is free from discrimination and marginalisation.

HUBS

VincentCare services are provided through Hubs, with each Hub providing a range of supports and services including accommodation, case management, outreach.

- **Inner Melbourne Community Hub:** Provides crisis accommodation and support services, including health programs, drug and alcohol case management, emergency relief and services for rough sleepers.
- **Northern Community Hub:** Provides a homelessness access point, metro family violence services, emergency relief and brokerage programs, Functional Zero, outreach and case management.
- **Hume Community Hub:** Provides specialist family violence services including refuge and crisis accommodation, after hours crisis support, case management, Flexible Support Packages as well as a Financial Counselling and Capability program providing emergency relief, financial counselling and community education.

STRATEGIC DIRECTION

VincentCare has initiated significant transformation, partnerships, leadership and action to guide the way the organisation delivers services to clients. VincentCare has done this to ensure that each individual's work culminates in fulfilling our purpose - to care for the most disadvantaged.

VincentCare's *Strategic Directions 2025-2030* builds our strengths and opportunities around: improving our client-centred focus to everything we do; growing partnerships, infrastructure, community engagement and funding; innovating our services, our workplaces and our organisation to be more agile and more responsive; cementing our place-based services and work toward an asset-based community development approach; and increasing our advocacy and influence to create lasting change for generations to come.

ROLE SCOPE AND PURPOSE

Reporting to the Snr. Financial Counsellor, your primary responsibility will be to undertake work of significant complexity that requires professional judgement relevant to VincentCare's Financial Wellbeing and Capability activities, in particular, providing safe, inclusive, culturally appropriate, timely and accessible financial counselling and financial capability services.

As an accredited Financial Counsellor, you will have specific knowledge about the credit, bankruptcy and debt collection laws, concession frameworks and industry hardship practices. You will be expected to provide direct case work in either in-office, outreach or via phone and support clients by prioritising debt; accessing hardship variations; advocating and negotiating with creditors; lodging disputes both within internal and/or external dispute resolution practices; making relevant referring to other services; and administering emergency relief (if applicable).

You will be part of a small but effective team, upholding confidence and standards across your area of responsibility, including establishing and maintaining positive and sustainable partnerships and practice collaboration to promote best possible client outcomes.

OPERATING PRINCIPLES

The VincentCare model seeks to reflect a collegial approach which means we:

- Collaborate and share information within the team to support policy development, the continuity and enhancement of service delivery, and the achievement of VincentCare's strategic objectives.
- Engage with all relevant stakeholders to inform our business planning and decision-making processes.
- Are transparent in our decision-making processes.
- Are loyal and committed to implementing the decisions made by the team in support of VincentCare's strategic objectives.

ROLE ACCOUNTABILITIES

Key Result Area	Key Accountabilities
Leadership	<ul style="list-style-type: none"> Actively supports a values driven, collaborative and supportive environment that upholds an evolving positive and accountable team culture. Actively supports continuous improvement in service delivery through advocacy, monitoring, evaluation and implementation of best practice.
Collaborative practice	<ul style="list-style-type: none"> Actively contributes to a collaborative, inclusive, and safe workplace, promoting diversity and inclusion. Ensures client quality, compliance with standards, and supports best practices in dynamic environments. Builds and maintains strong stakeholder relationships.
Client excellence	<ul style="list-style-type: none"> Promotes and practices person-centred, trauma informed and strengths-based operational approaches that preserve and respect diversity, equality, choice, as well as client circumstances and participation. Provides culturally sensitive, safe, and inclusive practices to clients while adhering to continuous quality improvement within Aboriginal and Torres Strait Islander Reconciliation and Rainbow Tick. Promotes and practices professional, effective, timely and accurate case management practices, including case notes.
Strategic directions	<ul style="list-style-type: none"> Collaborates across VincentCare to advance shared goals, project initiatives and partnerships. Promotes diversity, inclusion, and accessibility while leading by example. Supports continuous service improvement through program reviews, needs analysis, and change management. Provides flexible support to clients and mentors others on best practice across the organisation.
Financial management	<ul style="list-style-type: none"> Promotes and maintains accurate records when accessing VincentCare assets and systems. Promotes and maintains accurate records of expenses and/or client brokerage in line with position delegation, VincentCare policies and procedures, funding obligations and program budget parameters. Operates at all times in accordance with VincentCare’s delegation of authority policy assigned to the position level and responsibilities.
Profile in the community	<ul style="list-style-type: none"> Actively leads consultation and collaboration with community and industry sectors (at local, regional and state levels). Represents VincentCare ethically at consultations and forums, both internally and externally.



	<ul style="list-style-type: none"> Builds and maintains productive working relationship with stakeholders to promote the good works and positive profile of VincentCare.
Service delivery	<ul style="list-style-type: none"> Provides expert advice to stakeholders to inform evidence-based decision making and program priorities. Actively contributes to periodic reviews of operational practices including risk and records management, client feedback, program performance standards, policies, procedures and codes of practice to inform and/or improve service development and delivery. Identifies opportunities to develop and implement operational processes, policies, and guidelines for forward planning.
Records management	<ul style="list-style-type: none"> A sound understanding of program brokerage options within the realm of responsibility/delegation and assess/accesses as needed. Maintains high level adherence to required client management and records keeping systems including timely and accurate case notes, consent, payments, risk profile and referrals. Undertakes regular client file audits for the purpose of good practice, education and quality improvement.
Accountability	<ul style="list-style-type: none"> Maintains up to date data records management systems to support accurate and timely reporting against performance targets. Commits to ongoing professional development (mandatory or identified). Demonstrates high level understanding of practice strengths and challenges, providing support and guidance to colleagues regarding complex cases.
Policy and procedures	<ul style="list-style-type: none"> Takes reasonable care for own safety and the safety of others, adhering to any reasonable instructions, policies, or procedures related to workplace health, safety, and wellbeing. Maintains up-to-date working knowledge of relevant legislation, policies and guidelines that inform best practice. Initiates actions to address client concerns, complaints, critical incidents, and challenging behaviours, taking appropriate action in response to any immediate risks of harm to themselves or others, in line with VincentCare's procedures.
Approach	<ul style="list-style-type: none"> Empathetic understanding of the impacts of disadvantage and upholding clients' privacy and dignity. Expertly balances the interests of clients, the organisation, and the community while aligning practice with internal policies.
Compliance	<ul style="list-style-type: none"> Complies with VincentCare's values, policies, procedures and code of conduct and the VincentCare Recovery Model. Complies with legislative and statutory governance frameworks that inform



	<p>workplace practices, e.g. privacy and information sharing.</p> <ul style="list-style-type: none"> • Participates in scheduled operational and professional supervision including reflective practice. • Maintains industry based professional accreditation/registration e.g. Financial Counselling Victoria.
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KEY SELECTION CRITERIA

Qualifications	<ul style="list-style-type: none"> • Diploma in Community Services (Financial Counselling). • Member of (or eligible for membership with) Financial Counselling Victoria (FCVic). • Valid Victorian Driver Licence.
Experience - essential	<ul style="list-style-type: none"> • Extensive experience in providing financial counselling services and supports to individuals and community groups, including record keeping, transparent financial management, and performance accountability. • Evidenced understanding of professional client interaction and case planning principles. • Demonstrated understanding of issues and needs of people presenting in crisis, including clients at risk of homelessness. • Demonstrated understanding of responsive approaches in practice to the needs of LGBTIQ+, Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse peoples as well as people presenting with a disability or other identified barrier/s to equitable access. • Demonstrated experience or ability to manage conflict and challenging behaviours in the workplace. • Confidence to develop and maintain positive, trusting and effective working relationships with colleagues, peers, business partners and sector agencies. • Knowledge of and commitment to the principles of social justice, human rights, self-determination and empowerment.
Skills and personal attributes	<ul style="list-style-type: none"> • Proficient in Microsoft products. • High degree of interpersonal and communication skills, both written and verbal. • Self-motivated with the capacity to work autonomously and manage priorities, time and workload. • Contributes to team outcomes and a positive team culture. • Resilient and perseveres in the face of setbacks, change and/or challenges.

MANDATORY REQUIREMENTS

- All appointments within VincentCare are subject to the incumbent holding and maintaining a current (i) Victorian Driver Licence; (ii) Working with Children Check; and (iii) a satisfactory police check.
- Character/performance reference checks and police checks will be undertaken prior to any job offer being confirmed and will be undertaken on a periodic basis during the period of employment.
- Disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

This position description is a general outline of duties, responsibilities and requirements of the role and is not an exhaustive list. From time to time VincentCare may review and amend the position description to meet organisational needs and may require the employee to perform other duties that are within the scope of their competencies and skills.
