

Financial Counsellor

POSITION DESCRIPTION

Service:	Family Relationship Services (FRS)
Program:	Financial Counselling
Position Title:	Financial Counsellor
Location:	Cross sites
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services Employee
Level:	Level 5
Travel:	Frequent regional travel is an essential requirement of the position, using a fleet vehicle. Some additional travel may be required associated with training requirements

UMFC is a Child Safe organisation and is committed to child safety. We want children to be safe, happy, and empowered. We support and respect all children, as well as our staff and volunteers. We are committed to the safety, participation, and empowerment of all children.

The Sanctuary Model promotes cultural, physical, emotional, psychological and social safety, as well as psychosocial wellbeing, fostering recovery from adversity through the creation of a trauma-informed community. Through the implementation of this model, UMFC aims to enhance the quality of care we provide and cultivate a workplace where everyone feels valued, supported and able to thrive.

1. POSITION CONTEXT AND SUMMARY OF POSITION

Consistent with UMFC's vision for our communities that every child and young person is cared for UMFC is an independent, community-managed organisation whose focus is always on the best interest of the children and young people we support. Our purpose is that together we support our families and communities so that we hear the voices of our children, young people, families and individuals to support them to heal, rebuild and lead meaningful lives.

Family Relationship Services consists of a range of Family Law and Financial Services. The Family Law Services, Family Relationship Centre, Children's Contact Service, Parenting Orders Program (POP), and Regional Family Dispute Resolution assist parents who are separated or are separating to reduce conflict and improve family functioning in the best interests of children by providing safe alternatives to the formal legal processes. These programs are funded by the Australian Attorney-General's Department and administered through the Family Support Program (FSP) of the Department of Social Services (DSS).

The Financial Counselling Program sits within the Family Relationship Services and delivers a range of financial counselling programs funded by the Commonwealth Department of Social Services (DSS) and by Consumer Affairs Victoria (CAV), covering Northeast Victoria and Southern Riverina. Services are delivered by appropriately qualified and experienced professionals from UMFC offices and outreach locations.

The Financial Counselling role provides financial counselling services to eligible clients experiencing financial difficulties. The role involves assessing clients' circumstances and needs and providing appropriate information, support and advocacy to assist clients to understand and address their financial circumstances and work towards improved financial wellbeing.

2. COMMUNICATION WITH OTHERS

Position supervised by:	Team Leader, Family Relationship Services
Supervises directly:	N/A
Communicates internally primarily with:	Other Financial Counselling staff, FRS staff and other UMFC staff
Communicates externally primarily with:	Clients, other Government and Community Organisations and Services, creditors and debt collectors

3. KEY RESPONSIBILITY AREAS (KRAS)

Consistent with the UMFC values of Unwavering integrity, Considered empathy, Determined advocacy, Passionately optimistic and Bravely collaborative, this position provides high quality, efficient services through the following Key Responsibility Areas:

KRA 3.1 Client Assessment, Information and Referral

Provide financial counselling information and support to eligible clients experiencing financial difficulties, assessing their circumstances and determining whether they require general information, referral to another service, or financial counselling casework.

Services may be provided directly to clients or in collaboration with other agencies and may include:

- Providing secondary consultations to relevant service providers supporting older people who are at risk of, or experiencing, elder abuse.
- Making appropriate referrals to services that support the prevention of elder abuse, including care coordination and other relevant support services.

KRA 3.2 Financial Counselling Casework and Advocacy

Provide financial counselling casework to eligible clients experiencing financial difficulties, through UMFC offices or outreach services, including:

- Assessing and analysing clients' financial circumstances, needs and priorities.
- Providing accurate financial information, explaining available options and supporting clients to make informed decisions and address their financial circumstances.
- Advocating on behalf of clients with debtors, creditors, government bodies and other relevant organisations.

KRA 3.3 Compliance, Records and Reporting

Maintain compliance with organisational, departmental and legislative requirements relevant to the provision of financial counselling services, including:

- Maintaining accurate and timely data entry and reporting across internal and government database systems.
- Meeting organisational data collection, documentation and reporting requirements.
- Maintaining accurate, complete and up-to-date client files and related documentation.
- Identifying and appropriately responding to legal, regulatory and policy issues arising from financial counselling casework.

KRA 3.4 Professional Development, Networks and Sector Knowledge

Maintain professional knowledge and networks relevant to financial counselling through ongoing professional development, training and engagement with the sector, including:

- Participating in relevant training and professional development, including training and requirements associated with FCVic membership.
- Participating in relevant community and professional networks with other Financial Counsellors and service providers.
- Maintaining current knowledge of community agencies, government and non-government organisations, and other relevant referral pathways.
- Sharing relevant sector information and knowledge to support effective client outcomes and service delivery.

KRA 3.5 Risk Management and Compliance

Work collaboratively with Senior Leadership and Operations team by actively identifying, assessing, and mitigating risks within the role by meeting all compliance-related tasks and expectations, including but not limited to monitoring activity, adherence to organisational policies and procedures and completion of compliance training and promoting a culture of risk awareness and compliance.

KRA 3.6 Child Safety and Cultural Inclusion

Proactively promote and support a culture of child safety using the Sanctuary commitment of Cultural Humility to engage and grow cultural connections for all children, including Aboriginal and Torres Strait Islander children, children with disability, children who may be gender diverse or children who may be culturally and linguistically diverse (CALD).

KRA 3.7 Organisational Culture and Values

Contribute to the creation and maintenance of a culture that reflects the organisational values of Unwavering integrity, Considered empathy, Determined advocacy, Passionately optimistic and Bravely collaborative. Contribute to the creation and maintenance of a culture that reflects the Sanctuary Model Domains.

KRA 3.8 Team Collaboration and Professional Development

Actively participate as a team member in relevant meetings and professional development processes such as supervision, training, and quality improvement processes in line with program and UMFC guidelines and requirements.

KRA 3.9 OHS Compliance, Physical and Psychosocial Safety Responsibilities

- Actively fulfil all Occupational Health and Safety (OHS) responsibilities relevant to this position, including both physical and psychosocial safety obligations.
- Actively identify and report physical and psychosocial hazards in the workplace
- Participate in risk assessments and implement agreed controls to reduce physical and psychological harm
- Support a positive workplace culture that promotes emotional, psychological, social and physical wellbeing, with colleagues and clients.

- Contribute to maintaining a safe, trauma-informed environment consistent with UMFC's policies, values and procedures.

KRA 3.10 Additional Duties

Other duties as directed.

4. PHYSICAL REQUIREMENTS OF THE POSITION

(Key of estimated daily requirements: Not required=0%, Marginal=1-5%, Occasional=6-20%; Regular=21-50%, Frequent=51-70%, Continuous=> 70%)

- Driving – Frequent
- Sitting – Continuous
- Computer based tasks – Frequent
- Lifting – Marginal

5. KEY SELECTION CRITERIA

- 5.1 **Essential:** A Diploma of Community Services (Financial Counselling) completed or currently being undertaken, with a commitment to complete the Diploma within six months of commencement and hold a current membership (or hold membership eligibility) of a relevant Financial Counsellors Association.
- 5.2 Demonstrated knowledge and understanding of case management and the ability to work within a counselling framework, including conducting effective risk assessments and identifying and prioritising issues that impact or may impact client safety, including mental health concerns, alcohol abuse and other drug use, and family violence.
- 5.3 Demonstrated ability to effectively advocate and negotiate on behalf of clients, while supporting and empowering clients to make informed decisions and work towards improved financial independence and wellbeing.
- 5.4 Strong organisational and time management skills, including the ability to plan and prioritise work, organise resources, manage competing demands and appropriately manage confidential and sensitive client information.
- 5.5 Strong Information Technology (IT) skills, including demonstrated proficiency in the use of client management and database systems and Microsoft applications.
- 5.6 Demonstrated ability to communicate complex information in a clear, accurate and practical manner, with the capacity to think quickly, adapt to changing circumstances, take a pro-active approach and demonstrate resilience when responding to challenging situations.
- 5.7 Knowledge of relevant community agencies, services and resources; supported by well-developed interpersonal and networking skills and the ability to establish and maintain effective relationships with a diverse range of people including clients, community members and other professionals.
- 5.8 Demonstrated ability to work effectively as a member of a team, within an understanding of the importance of collaboration, communication and shared responsibility within the organisation and across its formal and informal networks.

6. ADDITIONAL ESSENTIAL REQUIREMENTS OF THE POSITION FOR SUCCESSFUL APPLICANTS

- 6.1 A satisfactory Victorian and NSW Working with Children Check
- 6.2 A satisfactory Police Check
- 6.3 A satisfactory International Police Check (if relevant)
- 6.4 Current driver's license

7. WORK CHALLENGES/PRESSURES

- Time constraints/adhering to timeframes as per work plans
- Competing priorities
- Working with client expectations that may not be realistic
- Working with people with a variety of abilities and needs
- Working with distressed clients

8. REFLECTIVE SUPERVISION

At UMFC, Reflective Supervision is considered to be an integral part of service delivery and ensures oversight over workforce design and psychosocial hazards. The development of skilled and supported staff is dependent on the support and structured reflection opportunities provided by the Reflective Supervision framework. The supervision framework is supported by our Sanctuary commitments such as social responsibility, open communication and democracy.

Reflective Supervision has a number of benefits for staff, clients, and the organisation, including:

- protection and a commitment to quality service provision for clients through case review.
- a forum of accountability for those to whom the staff is accountable (clients, organisation, profession).
- a reflective space for staff to identify their strengths, areas for development and any personal issues that may impact their professional practice.
- an opportunity for staff to build their skills and identify areas for future development in a supportive environment.
- trauma informed, consistent conversations that are a protective factor to decrease the likelihood of developing vicarious trauma when undertaking challenging work.
- reflection on psychosocial hazard exposure, understanding how work impacts wellbeing, and implementing strategies to enhance psychological safety.

Supervision is a requirement for all staff at UMFC and must, at a minimum, be provided:

- on an individual basis
- for 2 hours per month (pro rata) which may be in a single block or in smaller units.