Position Description

Position title	Financial Counsellor	**Reference**	MSH-EA
Reporting to	Manager – Money Support Hub	**Location**	East Arnhem Region
Division	Service, Quality Innovation and Development	**Section**	Financial Inclusion
Approved	Deputy CEO	**Date**	01 Feb 2023

Organisation Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. We demonstrate our values of Hope, Kindness, Respect, Fairness and Integrity through strength-based practice, cultural respect, child safety, social justice, community development and partnerships. Anglicare NT is an agency of the Anglican Diocese of the NT, formed to respond to the social needs of our diverse communities.

Purpose of the Position

As a Financial Counsellor within East Arnhem Money Support Hub you will work collaboratively within a team environment to assist individuals in financial difficulties through the provision of information, money management skills and coaching, to help clients make better financial decisions and build financial resilience. You will provide intensive support through an in depth phone 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.
You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

Selection Criteria

Position specific requirements

1. Qualification in the Diploma of Financial Counselling with current Membership of a relevant Association.
2. Demonstrated experience working as a financial counsellor.
3. Experience and understanding of contemporary practice in casework, referral and advocacy with clients, including a strengths based approach.
4. Demonstrated engagement skills with a range of people and a commitment to social justice and consumer advocacy.
5. Demonstrated capacity to establish and maintain effective networks and partnerships to support successful client outcomes.
6. Sound written, verbal and computer skills including data systems in a cross cultural context.
7. Ability to work under pressure through effective planning and priority setting and willingness to work flexible hours, undertake remote travel (4WD on unsealed roads, light planes and ferries) and overnight stays in remote communities.
8. Experience in facilitating small groups and working one on one.
9. Demonstrated ability to follow procedures, processes and compliance requirements whilst paying attention to detail.
10. Demonstrated capacity to work as an active, supportive team member.
11. An effective understanding of financial disadvantage and exclusion in Australia and its impact.

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Ability to meet 100-point ID and additional visa / overseas work compliance measures.
6. Northern Territory Driver's Licence.
7. First Aid Certificate (or willingness to obtain within agreed timeframe).

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Key Responsibilities

- Administration
- Maintain comprehensive records including case files, and the timely input of program defined information into relevant organisational data system.
- Participate positively in team and office meetings and agency forums, approved training opportunities and contribute to maintaining a positive workplace.
- Contribute to a positive team environment within the Money Support Hub and the broader EA team.
- Represent the Money Support Hub EA team and/or Anglicare NT at external meetings as requested by Program Manager.
- Undertake routine administrative tasks.

2. Direct Service Delivery

- Undertake intake and assessment process with each client to ensure compliance with program eligibility and develop an agreed case plan to address identified needs including supported referrals to relevant services as required.
- Maintain approved travel schedule to remote communities.
- Support social action and consumer advocacy by documenting advocacy arising from client work, identifying wider issues and developing strategies and community resources to address issues in consultation with the team Manager.
- Have awareness for emerging issues impacting clients, consult and plan to address these with team colleagues and team manager.

3. Continuous Improvement and Program Design

- Contribute to a continuous improvement process and ongoing development of the program
- Develop an annual workplan for approval by the Program Manager.

4. Financial Counselling

- Assist clients 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 the broader financial counselling team and stakeholders with financial counselling consultation via email, phone or face to face.

5. Other Key Responsibilities

- Ensure all assistance is provided in culturally relevant, gender sensitive and evidence-based interventions.
- Work with others in the team to support the best outcome through ethical and professional teamwork.
- Provide mentoring for new entrant financial counsellors for an agreed timeframe.

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment.
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

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Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).

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