

Position title	Financial Counsellor	Reference	
Reporting to		Location	Multiple Locations
Division		Section	Financial Inclusion
Approved	Executive Manager	Date	20 July 2020
Comments:			

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 and trauma informed practice, cultural respect, child safety, social justice, community development and partnerships. Anglicare NT was formed by the Anglican Diocese of the NT to respond to the social needs of our diverse communities.

Purpose of the Position

You will operate within the Anglicare NT's Financial Inclusion Team as a Financial Counsellor. You will work collaboratively to assist individuals with financial difficulties by providing information and advocacy to assist people to improve their financial knowledge, skills and capacity to develop greater financial resilience. You will provide intensive support through an in-depth phone or face to face assessment of a person's financial situation. This support will be undertaken through short term case work, working with the person to understand their situation, identify options to address financial concerns and work with the person in the planning and decision-making processes.

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 and may include the Problem Gambling Skill Set or will willingness to undertake further studies to reach competency.
2. Current registration with SAFCA, or willingness to obtain membership and relevant registration.
3. Demonstrated experience working as a financial counsellor.
4. Experience and understanding of contemporary practice in casework, referral, and advocacy with clients, promoting a strengths-based approach.
5. An effective understanding of financial disadvantage and exclusion in Australia and its impact.
6. Demonstrated engagement skills with a range of people and a commitment to social justice and consumer advocacy.
7. Demonstrated capacity to establish and maintain effective networks and partnerships to support successful client outcomes.
8. Sound written, verbal and computer skills including data systems.
9. Experience in facilitating small groups and working one on one.
10. Demonstrated ability to follow procedures, processes and compliance requirements whilst paying attention to detail.
11. Demonstrated capacity to work as an active, supportive team member.

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)

Key Responsibilities

1 Provide Professional 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.
- Provide information and referrals on relevant services as required by clients.
- Where necessary support people through the self-exclusion process from gambling venues.
- Provide mentoring for new entrant financial counsellors for an agreed timeframe as requested.

2. Undertake Administration

- Maintain comprehensive client records including case files, and 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.
Represent Anglicare NT at external meetings as requested.
- Develop and maintain effective working relationships with other organizations and individuals to facilitate referrals and contribute to service growth and development.
- Participate in supervision and an annual Employee Review Development processes.

3. Resource Groups, Communities and Organisations

- Undertake intake and assessment process with each client to ensure compliance with program eligibility and develop agreed case plan to address identified needs including supported referrals to relevant services as required.
- 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 members of the Financial Inclusion team.
- Ensure all assistance is provided in culturally relevant, gender sensitive and evidence-based interventions.
- Undertake community awareness/education workshops as required.

4. Contribute to Continuous Improvement and Program Design

- Work collaboratively to address any client complaints or service improvements.
- Participate in team meetings and team development at all levels including planning and review sessions as well as contributing to a supportive and collaborative team environment.
- Participate and contribute to the continuous improvement processes including the review of policies and procedures, service improvement and practice development.
- Maintain a commitment to professional development and undertake approved training and development activities.

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.

Delegation of Authority

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

Currently this position has no direct reports; however, it is graded at a Level whereby staff can be allocated for supervision on a temporary or permanent basis.