



Position Description

Position Title	Financial Counsellor
Directorate	Community and Wellbeing Services
Reports to	Team Leader Financial Counselling/Manager Community Services
Date of Job Description	24/11/2022
Conditions	Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012
Employment Status	Full-Time Fixed Term Contract
Salary	Remuneration will be dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata
Hours of Work	This is a full time position. Work outside normal office hours may be required.

Position Objectives

Mallee Family Care provide a range of Financial Counselling and capability services for vulnerable and disadvantaged community members, including people experiencing family violence, people with disabilities, and people on low incomes. The Financial Counselling Program provides the following services to clients with financial disadvantage: direct casework, individual and/or group advocacy and negotiation; referral; community education and development. Financial counselling aims to result in a client's financial problems being partially or fully resolved; a client being able to make informed decisions on the best course of action to resolve their financial difficulties; and or a client gaining an improved ability to manage their financial affairs in the future. Our financial counsellors can be based in Mildura or Swan Hill and deliver regular outreach services to the northern and southern Mallee Regions, as well as working directly with Domestic Violence services.

This position is part of the 2022 Flood Financial Counselling Program response.

The Mallee Family Care Community Legal Centre (MFC-CLC) offers free, confidential legal advice, information, referral pathways, policy review and advocacy, casework and community legal education to vulnerable people in the Northern and Southern Mallee areas of Victoria and Southwest New South Wales. The MFC-CLC includes a Domestic Violence Program.

The specialised service is part of the Health Justice Partnership initiative of the Victorian Government and is a partner with Mallee Sexual Assault Service-Mallee Domestic Violence Service. A requirement is to build upon and extend this partnership in order to improve legal responses for clients.

The Financial Counsellor will work as part of the MFC-CLC Team to provide wrap-around support to clients of the Centre. The Financial Counsellor is expected to work closely with the CLC team, the Leadership and staff to support the development and review of the MFC-CLC Service Delivery model which is based on a health justice framework to provide holistic and integrated service

Key Responsibilities & Duties	Performance Expectations
Provide one-on-one casework services to assist clients to resolve to their financial concerns and gain an improved ability to manage their financial affairs.	Document client numbers assisted and hours spent within monthly reports and in discussions in supervision. Keep monthly statistics of clients assisted as well as entering this data on the funding body client databases, IRIS and CLASS.
Provide financial counselling outreach within the Mallee Region as directed.	Document in work plan and monthly reports the areas and sites visited and assistance given to those townships in outreach.
To advocate and negotiate on the clients' behalf with credit providers and Government or non-Government organisations as required.	Evidence within client file notes of advocacy undertaken around casework issues as well as any systemic issues that need further guidance or peak body interest cases.
Develop good file management practices, maintain records and to prepare written reports as required.	Client files are maintained as per program manual and funding body requirements. Client files will be audited at times by the Team Leader and Manager with feedback provided. The program is also audited as part of Mallee Family Care's audit process and may at times undergo external auditing during CLC cross check process.
Co-operate with other local service providers in service delivery, planning and evaluation to ensure the provision of an effective quality service.	Document in work plan and monthly reports service providers visited and collaborative work undertaken in the community.
Document issues arising from casework and contribute to preventative strategies to address financial hardship, stress and relapsing.	Contribute to team discussions of casework issues, themes and quality service feedback.

Participate in ongoing staff supervision, training and professional development activities by online means or at times face to face. As conducted by Consumer Affairs Victoria, Financial Counselling Victoria (FCVic) and Federation of CLC's and other relevant professional bodies.	Document training attended as per FcVic supervision and professional development requirements. Regular attendance at casework supervision sessions with the Team Leader. All requirements to remain eligible for membership of FcVic.
Organise and deliver consumer education as directed in relation to personal financial management including debt management, credit regulations and consumer finance issues; participate in developing community education materials on consumer debt issues; and provide support and assistance to community-based initiatives in consumer debt advocacy.	Document in work plan and monthly reports the community education preventative strategies undertaken to address financial hardship by providing key community education activities.
Represent the Mallee Family Care Financial Counselling Program and MFC CLC within the local community and network with other service providers.	Document in work plan and monthly reports the local community and networks attended. Work with the whole team around education needs and events to be attended.
To participate in supervision.	As per Mallee Family Care Supervision Policy.
To be compliant with eLearning courses.	Completing compulsory allocated courses each quarter.
To undertake other duties as may reasonably be required.	Undertaking other duties required by your Line Manager.

Qualifications and Experience:

- Highly desirable: a Diploma of Financial Counselling which provides eligibility for membership of Financial Counselling Victoria (FCVic) and experience in a financial counselling role.
- **Or** be currently studying a Diploma of Community Services or Financial Counselling, have case management experience or be willing to undertake further on-line study to obtain the Diploma of Financial Counselling.
- A current driver's licence and a willingness to travel and preparedness to be accommodated overnight when required.

Key Selection Criteria:

Applicants are invited to submit their applications addressing the following selection criteria:

- A good understanding of casework issues as related to the target group, especially a demonstrated awareness of cultural sensitivity and sensitivity to client circumstances at a time of crisis.
- Sound understanding of casework issues in relation to working with family violence victims around their financial situation and experiences.
- A sound understanding of the legislation in relation to credit and debt, particularly the National Credit Code, the Bankruptcy Act and Debt Recovery Legislation.
- High level of written and interpersonal skills.
- Proven ability to maintain accurate and complete file records in accordance with program needs.
- Demonstrated experience with advocacy and negotiation.
- Ability to nurture and build internal and external relationships.
- Experience in integrated case management models that are strengths based.
- Time management, planning, organisational skills, ability to share information with other workers and clients.

Organisation Structure and Values

Mallee Family Care is a Company Limited by guarantee with a community based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Officer, Director Corporate Services, Executive General Manager Community and Wellbeing, Executive General Manager Education, Training and Research and Executive General Manager Child and Family Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

Our Vision

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

Our Mission

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

Our Approach

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

Other Information:

At Mallee Family Care we are deeply committed to the people with whom we work. We therefore go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

Appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure
- Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver's Licence.
- Police Check
- Working with Children Check
- Safety Screening Statutory Declaration

Benefits of working at Mallee Family Care

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after two years of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (where appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment