



Charity gives, justice changes.

Position Description

Position title	Financial Counsellor
Position code	0505406
EFT/Hours	04 to 0.6 EFT
Team /program area/ location	Financial counselling & microfinance team/ Financial counselling program The West
Reports to	Program Manager
Tenure	Limited term until 30 June 2012
Award/certified agreement	Sisters of the Good Shepherd Agreement 2007 CDW II year dependant on qualifications and experience. Plus immediate access to attractive salary packaging.

Good Shepherd Youth and Family Service

Good Shepherd Youth and Family Service is a member of the network of national and international organisations sponsored by the Good Shepherd Sisters.

Good Shepherd Youth and Family Service provide a range of services to women, young people, families and children across four regional locations. Programs include youth support services, financial counselling, housing, microfinance, family violence, wide-ranging family and children's services, social policy and research.

We look through the prism of our mission and spirit to determine and value our work. We are committed to social justice, community capacity building, openness to change and innovation, and the dignity and potential of every human being.

Unit/Location/Program Area

Good Shepherd – West provides a range of programs including: family programs, youth services, financial counselling and micro finance programs.

There are currently four workers within the Financial Counselling program at St Albans. Financial Counselling and Microfinance programs meet as a team working together on common issues and also maintaining separate areas of responsibility. As a program area financial counselling also networks with financial counsellors from other Good Shepherd locations.

Program quality requirement

1. GSYFS Strategic Plan 2010-2015
2. GSYFS Policy Manual
3. FCRC Financial Counsellors' Practice Manual
4. GSYFS Financial Counselling Program Manual

Position summary

The Financial Counsellor has the core function of undertaking case work and providing information and options to low income and vulnerable families and individuals who are experiencing financial difficulties. Other functions of this position include networking, community development and education.

Key accountabilities

The Financial Counsellor will be required to:

Agency ethos and values

1. Work within the Christian ethos of the Agency which has a strong commitment to social justice within a community development framework.
2. Respect people, their circumstances and decisions.

Program accountabilities

3. Work empathetically with people who live on low incomes and are experiencing financial difficulties and complex issues.
4. Participate in intake/assessment of new referrals.
5. Provide information/options in relation to people's financial situation and/or referral where other specialist services are appropriate using a case work model.
6. Advocate and negotiate for and with people on low incomes to access affordable and safe financial services.
7. Establish and maintain networks and distribute community information as required

by the role and the organisation.

Professional accountabilities

8. Manage own role and responsibilities in a varied work environment.
9. Participate in regular team meetings, performance planning reviews, and individual supervision of work plans and practices.
10. Contribute to the development of the agency through participation in agency wide planning and review process, staff meetings and other activities as required.

Key selection criteria

1. Currently hold (or currently enrolled in) Diploma of *Community Services (Financial Counselling)* or *extensive experience* in financial counselling.
2. *Demonstrated commitment* to social justice principles within a community development framework.
3. *Demonstrated knowledge* and understanding of the issues facing people experiencing financial hardship.
4. *Demonstrated experience* in intake, assessment and case work.
5. Excellent interpersonal, communication (both written & verbal), numeracy/financial literacy, negotiation and advocacy skills.
6. Excellent organisational and time management skills.
7. *Demonstrated capacity* to work collaboratively with other workers both, internally and externally, and independently as required.
8. *High level* of computer literacy, including experience with data base software.

Key performance indicators

1. Maintains caseload as agreed with Program Manager.
2. Maintains up to date case files in hard copy and on database.
3. Undertakes community development work as agreed with Program Manager and provides bi-annual reports.

Program relationships	
Internal	External
Program Manager	Community agencies
Financial counselling and Microfinance team	City West Water (CWW)
Location and Agency staff	Financial & Consumer Rights Council (FCRC)
	Department of Justice – Office of Gaming and Racing

Additional information
<p>This position is based at the St Albans location however all employees may be required to work at or across other sites from time to time.</p> <p>Occupational Health and Safety (OH&S) All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.</p> <p>Pre-existing injury People appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the Agency in providing a safe work environment for new staff.</p> <p>Equal opportunity GSYFS is an equal opportunity employer. All staff have a responsibility to be familiar with the GSYFS <i>Harassment, discrimination and workplace bullying prevention and management policy</i>.</p> <p>Cultural competency GSYFS is striving to become a culturally competent organisation. All staff are expected to undergo regular cultural competence training as part of their professional development plans.</p> <p>Salary packaging is available to all ongoing and fixed term staff.</p> <p>Employment is subject to:</p> <ul style="list-style-type: none"> • a current Working with Children Check (card) • a current Police Record Check. • a current driver's licence • the capacity to work flexible hours.

Relationship to career development and review

This position description operates in conjunction with and forms part of the annual review and career development process. An initial review will take place at the end of the induction and probationary period, that is three months following commencement of employment and then annually.

Employee name

Employee signature

Date / /

Location Manager name

Location Manager signature

Date / /

Duty statement

Position title	Financial Counsellor
Unit/location/program area	Financial counselling/microfinance team
<p>Financial counsellor duties:</p> <p>The financial counsellor will be required to undertake the following duties:</p> <ul style="list-style-type: none"> • answer enquiries related to people seeking a financial counselling service on the telephone and face-to-face • initial intake • detailed assessments • provide casework • provide information/options and implication of those options to people in relation to their financial situation around the following: <ul style="list-style-type: none"> ○ bankruptcy ○ asset protection ○ fines ○ utilities ○ government grants and concessions ○ guarantors ○ debt management ○ other financial issues • participate in financial counselling case allocation meetings • distribute and disseminate information to the community in relation to debt, credit and financial issues • enter data on IRIS system <p>Team requirements:</p> <ul style="list-style-type: none"> • fortnightly micro finance and financial counselling team meetings • individual supervision <p>Agency and location requirements:</p> <ul style="list-style-type: none"> • participate with internal rosters as required • fortnightly staff meetings • Good Shepherd Youth and Family Service Agency Wide Day (2 per year) • Good Shepherd Day (June each year) <p>Other:</p>	

- Participate in quality improvement initiatives
- Other duties as directed

Information for applicants

For **more information** about the position please contact: **Kay O'Connell** on **8312 8800**

Please address the **key selection criteria** if you wish your application to be considered.

Background reading for your application and interview includes the [GSYFS Mission statement](#) and the relevant [program information](#) identified on our [home page](#).

The **closing date** for applications is: **5.00pm Monday 30 January 2012**

We prefer applications by email.

Please forward your application to:

recruitment@goodshepvic.org.au

Or alternatively to:

HR Manager
PO Box 2367
Fitzroy 3065

Interviews will be held on: **Friday 3 February 2012**

Information for applicants

Applications

We need specific information to help us consider your application with care and respect. Please send us:

1. a **covering letter** which explains your interest in the job and working with us
2. **key selection criteria** Key selection criteria are listed in the position description. Under each criteria please identify your relevant skills, knowledge and experience. *Use practical examples* of how you have used these and how they could be used in this job.
3. a **resume** which includes:
 - personal contact details including your daytime contact number
 - qualifications, other education and training
 - work history showing dates, employers, job titles, responsibilities
 - community involvements and interests, if any
 - contact details of three referees including at least one recent and direct supervisor and one other professional referee.

Send your application preferably by email to @goodshepvic.org.au by the closing date, ensuring all your documents clearly identify your name and the position for which you are applying.

Interviews

If you are selected for interview, you will be notified by telephone. When you come for interview you must bring:

- proof of identity (three items which between them give your name, current address and photo identification)
- evidence of your qualifications
- a current working with children check and a national or international police check, or be prepared to obtain them
- proof of residency, if not an Australian citizen.

At the interview you will be asked to confirm your referees and give permission to contact them.

Appointments

Appointments are made after interview and after consideration of candidate's qualifications, experience and standard of work against the key selection criteria.

Successful candidates are notified in a phone call. This is later followed up with a letter of offer.

All appointments are subject to a satisfactory working with children check and police records check.

Good Shepherd Youth and Family Service conditions and benefits

Good Shepherd Youth and Family Service is a family friendly workplace offering generous conditions and flexible working arrangements. The Agency's current collective agreement was negotiated with all staff and the Australian Services Union. The agreement offers many benefits. These benefits include:

- up to \$16,000 pa salary packaging – a tax effective benefit
- meals and entertainment packaging up to \$5200 pa - a tax effective benefit
- paid parental leave
- long service leave due after ten years, with access after seven
- additional paid leave days at Christmas-New year and at Easter
- 48/52 purchased leave scheme
- cultural and volunteer leave
- sick leave pooling.

The Agency also offers internal career pathways, study leave, professional development and training and a commitment to staff safety.

Salary packaging

Salary packaging allows you to increase the tax free component of your salary. If you take advantage of salary packaging, your take home pay is increased.

Salary packaging is available to all ongoing and limited term staff. In addition to salary sacrifice to superannuation, Good Shepherd offers additional salary packaging *for up to 30% of your salary, capped at a maximum of \$16,000.*

Other salary packaging options may also be available.

For example only

	Case one	Case two
Annual salary	\$50,000	\$50,000
Salary sacrifice superannuation p.a.	nil	nil
Additional salary packaging	nil	\$15,000
Taxable income	\$50,000	\$35,000
Tax paid* <small>2010-2011 rates</small>	\$ 8,550	\$ 5,250
Take home pay	\$ 41,450	\$ 44,750

This is indicative only, as individual circumstances may make salary packaging less attractive, e.g. for some with higher education repayments (HECS or HELP) or in receipt of government payments. You should seek financial advice before entering salary packaging.