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| POSITION | Financial Counsellor Intern | STATUS | Full time or Part Time |
| REPORTS TO | Regional Services Manager | LOCATION | Cheltenham |

BETTER PLACE AUSTRALIA

Better Place Australia has a vision of “An Australia where all people experience positive relationships, truly value each other and live safer, more confident lives”. As a community focused not-for-profit organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across 27 locations in Victoria.

PURPOSE OF ROLE

To support individuals and families to navigate financial crisis, build financial wellbeing, capability and resilience.

When qualified, to provide high quality Financial Counselling and Capability services to clients, in accordance with Better Place Australia’s Policies and Procedures and the Standards and Guidelines set by Government, with the aim to resolve or alleviate the person’s financial difficulties, and improve their ongoing financial capability and inclusion.

To deliver Financial Literacy education to community based services and community members.

To complete requirements for eligibility for membership with Financial Counselling Victoria (FCVic) the cost and leave to attend external training in the Diploma of Community Services (Financial Counselling) to be completed by July 2021. Better Place Australia will provide ongoing mentoring and support while the incumbent is undertaking the Financial Counselling course.

WORK PERFORMED

Initial Training

Attain eligibility for membership of FcVic by enrolling in and undertaking the Diploma of Community Services (Financial Counselling) including:

- Attendance at course work.
- Completion of all required assessment tasks.
- Undertake student placement requirements.

Direct Service

- Through direct case work or one-on-one intensive support assist individuals and families to resolve personal financial difficulties and access other sources of support and assistance.
- Through service delivery on the National Debt Helpline, providing options and referrals to callers in financial hardship and distress.
- Ensure a flexible service approach encompassing community outreach, crisis support, advocacy, debt management, telephone support, secondary consultations, internal referrals etc.
- Work with individuals and families to increase their capability to make informed decisions on the best course of action for resolving personal financial difficulties and improve their ability to manage their financial affairs in the future.
- Increase individuals and families economic and social participation in their communities.

- Refer individuals and families to other local sources of support and assistance as necessary.
- The provision of information, community education on money and finances; and networking/liaison with relevant service providers including case management.

Liaison and Coordination Responsibilities

- Establish and maintain liaison with community based organisations, other relevant key stakeholders.
- Interact with other relevant organisations providing support to clients of the organisation. For example, Homelessness Services, Mental Health Services, etc.
- Monitor policy proposals and their implementation in relation to Financial Counselling and Financial Literacy.
- Collate and present information to co-workers and the community with the aim of increasing financial literacy and capability within the broader community including regarding financial abuse prevention.

Responsibilities to Better Place Practitioners

- Monitor and advise on the financial information provided by Better Place Consumer Support Service Officers conducting screening, triage and assessment of clients.
- Act as a resource/support to other Financial Counsellors and Capability officers as required.
- Participate in staff development activities.
- Work within the FCC team and Better Place multi-disciplinary teams and provide support to other team members in their work, through the sharing of skills and knowledge.
- Work within an integrated service model with specialist partner organisations in the development and implementation of the role.

Quality & Compliance

- Ensure any quality risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all clients and staff.
- Maintain a good working knowledge and understanding of the QIC Health and Community Standards.
- Pursue opportunities for quality improvement, and actively contribute to the accreditation of the service being delivered.
- Participate in regular audit processes to ensure compliance with applicable regulatory bodies is maintained.
- Contribute to the development and implementation of service manuals in accordance with contract and program requirements.
- Ensure Better Place Australia's services comply with applicable funding contracts, including reporting requirements.

Administration Responsibilities

- Maintain accurate and up to date Client Records, including clinical notes, assessment documentation, correspondence and any other relevant information such as IVOs or Court Orders.
- Enter all required data into Client Record Management database within 1 day of activity.
- Meet minimum Key Performance Indicators (KPIs) applicable to job role as per PPR process.
- Actively manage Penelope/Outlook calendar ensuring it is consistently current up to 6 weeks in advance.
- Provision of accurate and timely reports so as to enable program and service evaluation and to inform decision making.
- Participate in staff activities including but not limited to staff meetings, staff development, on-going training activities and case review.
- Be willing to reflect upon own professional and personal practice within the organisation and demonstrate integrity and honesty based on a commitment to high quality professional practice.
- Attend and actively engage in supervision sessions as required.
- Participate in the annual staff appraisal process.
- Maintain knowledge of, and adhere to, the policies and procedures of the organisation.

Other

- Current Victorian driver's license and access to own transport
- Current satisfactory National Police check
- Working with Children Check
- Other duties as assigned and which are consistent with the position
- Ensure compliance with Better Place Australia's Code of Conduct and related organisational policy material

- Contribute to a culture of health and safety
- Identify potential hazards and implement appropriate risk mitigation responses in so far as is reasonably practicable.

REQUIRED QUALIFICATIONS AND EXPERIENCE

- Demonstrated commitment to child safety principles and evidence of active involvement in child safety activities and initiatives
- Enrolment and completion of the Diploma of Community Services (Financial Counselling) prior to July 2021
- Experience in working across social sectors of the community including ethnic communities
- Financial Literacy or Community Education experience is desirable
- Experience in welfare or assisting families experiencing difficulties would be a distinct advantage.

BEHAVIOURAL COMPETENCIES

- Well-developed communication and interpersonal skills
- Sound engagement and rapport building skills
- Strong needs and risk assessment skills
- Resilience in the face of complex client risks and systemic challenges
- Ability to think creatively and to develop creative solutions to situations as they arise
- The ability to work effectively both individually and as part of an integrated team
- Sound planning and organisational skills
- Self-directed approach to learning
- Sound computer literacy and data entry skills
- Co-operative teamwork skills

RISK SCREENING

- Current satisfactory National Police check
- Working with Children Check (Victoria)

GENERAL INFORMATION

Better Place Australia is a not for profit organisation and we provide services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. Our organisation is committed to child safety and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.