



<b>POSITION</b>	<b>Financial Counsellor</b>	<b>STATUS</b>	Full time or Part Time
<b>REPORTS TO</b>	Regional Services Manager	<b>LOCATION</b>	National Debt Helpline [[Various locations available: including Chadstone/Cheltenham/Broadmeadows/Narre Warren]]

**BETTER PLACE AUSTRALIA VISION AND STRATEGIC GOALS**

Better Place Australia (formerly FMC) 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 25 locations in Victoria.

**BETTER PLACE AUSTRALIA VALUES**

Better Place Australia values, in all that we do:

- *Compassion*
- *Optimism*
- *Professionalism*
- *Empowerment*

**PURPOSE OF ROLE**

To provide high quality Financial Counselling services to clients in accordance with Better Place Australia Policies and Procedures and the Standards and Guidelines set by Government through telephone support via the National Debt Helpline.

**WORK PERFORMED**

Direct Service

- Provision of support through assessment of client’s financial situation to understand the extent of the person’s financial difficulties and to identify options to address these.
- Conduct interviews with clients over the phone and triage services required
- Provide assistance in clarifying family problems with options for financial problem-solving.
- Book face to face appointments for clients and refer to other services including other Financial Counselling Services where applicable
- Provide information to family members to:
  - *Clarify their financial positions*
  - *Prepare budgets*
  - *Negotiate with creditors, financial and other institutions*
  - *Identify Social Security and other entitlements*
  - *Develop short and long-term plans to manage finances*
- Provide information, support and skills education, where appropriate, to other Programs offered at Better Place Australia and outreach locations.
- Provide advice on developing, maintaining and analysing records to establish appropriate financial

monitoring tools.

#### Liaison and Coordination Responsibilities

- Establish and maintain liaison with community-based organisations, government and other relevant agencies.
- Interact and liaise with relevant organisations providing information and support to community workers. For example, Financial Counselling Victoria, Consumer Action Law Centre.
- Monitor policy proposals and their implementation in relation to Financial Counselling, which have a direct impact on the quality of life of Australian families. For example, social security changes.
- Collate and present information to co-workers and the community with the aim of increasing awareness of issues affecting family financial management.

#### Responsibilities to Better Place Australia Practitioners

- Act as a resource/support to other workers on financial matters as required.
- Participate in staff development activities.
- Work within a multi-disciplinary team and provide support to other team members in their work, through the sharing of skills and knowledge.

#### Responsibilities to Coordinator Financial Counselling Program

- Maintain records of work undertaken.
- Prepare and submit half-yearly statistics to funding body.
- Provide reports as requested by Coordinator Financial Counselling Program

#### 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 follow applicable funding contracts, including reporting requirements

#### Other:

- 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, KNOWLEDGE AND EXPERIENCE**

- Diploma of Financial Counselling (or equivalent relevant qualification)
- Membership (or eligible for membership) of Financial Counselling Victoria
- Previous demonstrated experience in assisting families in the management of financial affairs
- Knowledge of credit and debt, hire purchase and Family Law
- Well-developed computer literacy and skilled in the use of databases and the Microsoft Office suite
- Well-developed interviewing skills

- Experience in working across social sectors of the community including ethnic communities
- Proven ability to maintain an understanding of current trends by keeping abreast of updated relevant information
- *Prior experience working in service delivery via a telephone help line would be a distinct advantage*

#### PERSONAL COMPETENCY REQUIREMENTS

- Exceptional communication and interpersonal skills
- Ability to think creatively and to develop creative solutions to situations as they arise
- Sound planning, self-directed learning and organisational skills
- Excellent attention to detail and analytical skill
- Proven ability to work both autonomously and as part of team

#### OTHER

- Current Victorian driver's licence
- 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.