

POSITION DESCRIPTION

Position Title	Financial Counsellor
Directorate	Operations
Department	Wellbeing and Counselling Services
Unit	Financial Counselling and Gamblers Help
Reports To	Manager Wellbeing and Counselling Services Team Leader Financial Counselling and Gambler's Help Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement
Award	2013-2015

Position Objective

- Provide financial counselling and support for people experiencing financial difficulty and gambling harm to maintain positive behaviour changes in Brimbank, Hobsons Bay, Maribyrnong, and Wyndham municipalities.
- Provide information and referrals, recovery assistance, financial counselling casework and related services.
- Provide clients with the least intensive, and therefore least expensive service that meets client needs.
- Follow-up with all clients to maintain service engagement, reinforce positive changes, and support re-engagement with services where required.

Key Responsibilities

- Provide telephone and face-to-face financial counselling casework in line with organisational and program guidelines; conduct and document a comprehensive financial assessment, case plans and strategies; plan and document case closures
- Assess the client's financial situation, provide information and an explanation of all relevant options to assist the client
- Present clear expectations of the client's financial situation and offer a range of options to address their financial problem
- Provide debt advice, advocacy, and assistance, including creditor negotiation and bankruptcy advice
- Assist with applications determining eligibility for assistance (e.g. concession or hardship)
- Assist with lodging complaints to various ombudsman schemes and authorities
- Refer clients to other social and community services including legal, emergency relief or housing services
- Assist with budgeting and financial management, including preparing payment plans in response to court and tribunal orders
- Provide money planning strategies to promote long-term financial capabilities
- Provide financial counselling casework according to the Financial Counselling Victoria (FCVic) Code of Conduct and professional standards

- Provide Recovery Assistance Program to assist people impacted by gambling harm
- Active participation in supervision, peer supervision and staff development
- Maintain comprehensive and up to date client records and ensure privacy and confidentiality
- Secondary consultation and/or co-sessions with other health professionals as required, including providing specialist input into case planning
- Occasionally promote financial counselling services to internal and external stakeholders
- Attend and actively participate in team meetings and activities, and IPC Health campus meetings and activities
- Undertake other service delivery duties as required

Key Selection Criteria

- Qualifications in the Diploma of Financial Counselling
- Current registration with Financial Counselling Victoria (FCVic)
- Demonstrated experience in a community health or community-based setting
- Capacity to work independently and in consultation with a multidisciplinary team
- Knowledge of law and policy, including consumer credit law, debt enforcement practices, the bankruptcy regime, industry hardship policies and government concession frameworks
- Demonstrated client engagement and financial assessment skills
- Understanding of risk assessment and response to family violence
- Clear and effective communication, negotiation, and advocacy skills
- Commitment to working flexibly and responsively to meet the needs of existing and emerging communities
- Excellent verbal and written communication skills including preparation of and writing reports
- Strong time management and organisational skills with the ability to prioritise and manage workloads to meet deadlines
- Capacity working with vulnerable communities and people experiencing disadvantage from a non-English speaking background including working with interpreters
- High level computer competency in Microsoft Office suite including Outlook and electronic client management systems
- Current Victorian driver's licence

Other Information

- This role is subject to a satisfactory National Police History check.

Occupational Health and Safety

- Ensure that IPC Health's Occupational Health and Safety Policy and Procedures are continually observed and complied with.
- All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with IPC Health's OHS Frameworks.
- Regularly inspect own immediate work environment and report any incidents, hazards or near misses that can cause harm or that represent a threat to public safety to the relevant Manager or Supervisor.
- Actively participate in hazard elimination where practical.

Organisational Values

IPC Health is committed to an organisational philosophy where respect, responsiveness, fairness, creativity, quality, and connectedness are core values.

IPC Health is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of both our clients and staff and engaging in a diverse workforce. IPC Health encourages individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the GLBTIQ community to join our workforce.

Physical Inherent Requirements

- | | |
|-----------------------|--|
| Office Duties: | <ul style="list-style-type: none">• Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks.• General office-based work such as handling files, various paperwork, attending to phone calls and stakeholder enquiries. |
| Driving: | <ul style="list-style-type: none">• Required to drive private or IPC Health owned vehicles. |
| Work Environment: | <ul style="list-style-type: none">• May be required to work from different sites, including home visiting and offsite facilities.• Exposure to varied weather conditions. |
| Carrying and Lifting: | <ul style="list-style-type: none">• Infrequent lifting and carrying of items up to 5kgs. |

- Standing and Walking: • Standing and walking for periods up to an hour at a time with breaks.
- Bending and Reaching: • Required to occasionally bend and reach.

Human Resources Use Only

Position Number(s) 10333

Last Reviewed 1 July 2021