

1. Position Identification

Title:	Financial Counsellor
Location:	Indigo Junction
Level:	CASH Award: Level 5.1
Hours of Work	Full Time
Date effective:	ASAP

2. Reporting Relationships

Responsible To (immediate Supervisor)	Karnany Manager
Number of Staff Positions (directly supervised)	1
Number of Staff Positions (indirectly supervised)	0

3. Organisational Values

All employees are expected to work to the vision, mission and values of Indigo Junction.

Vision

Everyone has the right to a safe place to live and grow.

Mission

Indigo Junction will:

- Offer safe, secure and affordable housing.
- Promote independence, education and personal development.
- Build capacity for social and economic participation.
- Support our clients development towards self-sufficiency.
- Use our voice to advocate for social change.

Values

Dedicated • Respectful • Innovative • Informed • Collaborative

4. The key objectives of this position are:

- To provide Financial Counselling and financial literacy education and support to people most at risk of financial disadvantage and exclusion, who have debt problems and/or seek to participate in financial literacy education.
- The Karnany Money Hub is funded by the Commonwealth Department of Social Services as part of their response to supporting individuals and families under financial disadvantage. Services include direct casework, individual and/or group advocacy and negotiation; referral; one to one education, community education and development.
- Financial counselling and capability support aim 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.
- The Karnany Money Hub offers services that are specifically designed to be accessible and effective for those most vulnerable within our community. This will entail the provision of a flexible and accessible service to people who, for example, may be unable to read, may have never been employed, may not have access to phone or computers or be experiencing a level of disadvantage such that they cannot access mainstream services in generally expected ways.
- Karnany Resource Centre and broader Indigo Junction services, provides a culturally safe support service for people from low socio-economic backgrounds. This position will deliver services primarily from the Karnany Resource Centre Money Hub with occasional travel for the delivery of community-based education sessions.

5. The key duties and responsibilities of this position are:

Organisational

- Operate in accordance with the Indigo Junction Policies and Procedures.
- Support the Karnany Manager to ensure accurate documentation of procedures pertaining to the program.
- Operate in accordance with DSS Service Agreement.
- Participate in the team delivery of the Money Hub Emergency Relief Program.
- Support the day to day operations of the Karnany Resource Centre.
- Provide reports on service delivery activities.
- Maintain records and contribute to data collection for Indigo Junction contract requirements using the DSS Data Exchange protocols.
- Participate in organisational and Financial Counselling and Wellbeing specific training opportunities.
- Other duties as directed by the Karnany Manager, Program Manager or Chief Executive Officer.

Client Services

- Assess and follow up on referrals from local service providers and internal services.
- Provide assistance to people requiring Financial Capability Wellbeing support who “drop-in” to the Karnany Centre.
- Advocate and negotiate on behalf of the client with credit providers, utilities and others.
- Provide one-on-one casework services to assist clients to find a solution to their financial concerns and develop skills in managing their financial affairs.
- Tailor and continually review and improve Financial Capability and Wellbeing education sessions and resources as well as the community education program and associated resources.
- Promote the availability of and deliver community education workshops.
- Support “warm referral” of clients to other services.
- Work within Indigo Junctions Trauma Informed Care framework (training and education provided for new staff).

Community Liaison

- Establish and expand networks within the local community for improved information/referral services.
- Develop appropriate collaborative programs to meet consumer needs.
- Develop and maintain contact with related services throughout the metropolitan area.
- Attend networking meetings including the Financial Literacy Community of Practice sessions hosted by ASIC and local FCCW networking groups

6. Selection Criteria -

The skills, experience, qualifications and attributes needed to do this job

Diploma in Community Services (Financial Counselling) or demonstrated equivalent with 3+ years' experience.	✓	
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<i>b) Experience and knowledge</i>	<i>Essential</i>	<i>Desirable</i>
Sound understanding of: Policies, practices and services available through state and federal governments. Legislation relating to credit and debt, particularly the National Credit Code, bankruptcy Act and debt Recovery Legislation.	✓	
Experience and demonstrated competence in working with people in crisis.	✓	
A commitment to the notion of empowerment and self-determination.	✓	
Understanding of the cultural and social factors of homelessness and financial crisis.	✓	
Knowledge of Homelessness issues.	✓	

Experience in responding to alcohol and drug problems.		✓
Experience in a case management approach with an understanding of professional boundaries in relation to client work.	✓	
Experience in providing advocacy and referral.	✓	
Knowledge of community and government resources.	✓	

<i>c) Skills and attributes</i>	<i>Essential</i>	<i>Desirable</i>
Ability to develop and deliver community education sessions	✓	
High level of interpersonal skills.	✓	
High level communication skills, both written and oral.	✓	
High level negotiation and advocacy skills.	✓	
Sound self-management, time management and organisational skills.	✓	
Computing skills in word processing, spreadsheets and data base.	✓	

<i>d) Training and/or licences and/or clearances</i>	<i>Essential</i>	<i>Desirable</i>
Current 'C' class driver's licence.	✓	
Current National Police Clearance.	✓	
Working with Children Clearance.	✓	
First Aid Certificate (or willingness to obtain one).	✓	

7. Certification

As the occupant of the position I have noted the statement of duties and responsibilities as detailed in this document.

Signature: _____

Financial Counsellor

Chief Executive Officer

Date: _____

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position. This position description is indicative at this point in time.