



## JOB DESCRIPTION

<b>TITLE OF POSITION</b>	<b>Financial Counsellor</b>
<b>CLASSIFICATION LEVEL</b>	<b>Lutheran Care Level 4</b>
<b>PROGRAM</b>	<b>Financial Wellbeing</b>

### OVERVIEW

Lutheran Care provides community services on behalf of the Lutheran Church in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and support. Current programs include emergency relief, financial counselling, family support and education, foster care, housing and family shelter and refugee services. LC is committed to reducing barriers and encouraging inclusion and participation in the community of people with a disability, people of all ages, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI) people and people from Culturally and Linguistically Diverse (CALD) backgrounds.

### ROLE SUMMARY

The aims and objectives of this role are to:

- Provide high level and confidential financial counselling and education to clients
- Build financial resilience for vulnerable people through information, education and promotion of our services
- Work collaboratively with all members of the Financial Wellbeing team to assist clients to overcome financial barriers.

### REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Financial Counsellor reports to the Manager Financial Wellbeing and the Team Leader Financial Wellbeing.

## CORE BEHAVIOURS/RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
<b>Lutheran Care Culture</b>	<ul style="list-style-type: none"> <li>• Model ethical behaviour and practice consistent with the Christian ethos of Lutheran Care as outlined in the Code of Conduct and stated values.</li> <li>• Adhere to and support LC's policies and procedures.</li> <li>• Comply with Professional Codes of Conduct</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner.</li> <li>• Support LC's senior management team's decisions and ensure that instructions are carried out.</li> <li>• Alert the program manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s).</li> <li>• Attend and actively participate in regular team meetings and forums as required.</li> <li>• Report to the direct line manager/supervisor as required.</li> </ul> <p>Undertake other duties as reasonably requested within your level of skills and qualifications</p>
<b>Work Health and Safety</b>	<ul style="list-style-type: none"> <li>• Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment.</li> <li>• Promote and adhere to LC's Work Health and Safety Guidelines.</li> </ul>
<b>Resource Management</b>	<ul style="list-style-type: none"> <li>• Maintain records of activities as required for accountability purposes.</li> <li>• Manage resources and risks efficiently and effectively.</li> <li>• Work within established or negotiated financial and time constraints</li> <li>• Ensure all confidential information is kept in a secure manner</li> <li>• Provide information and reports as requested to meet organisational and funding contract requirements</li> <li>• Undertake all associated administrative task to support the provision of the service – including rostering duties for Intake and Wyatt administration.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Contribute to the delivery of high quality services.</li> <li>• Understand and support continuous quality improvement in Lutheran Care.</li> </ul>

<b>ROLE:</b>	<b>RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:</b>
<b>Client Assessment, advocacy and financial literacy support.</b>	<ul style="list-style-type: none"> <li>• Provide high level accurate information regarding financial rights, responsibilities, legislation and processes relating to debt, credit recovery and income.</li> <li>• Meet the client in a confidential and timely manner and handle their financial affairs accurately and professionally.</li> <li>• Prepare a Statement of Financial Position for clients and creditor lists and money plans as required.</li> <li>• Present all options to clients and clearly explain all the advantages and disadvantages of each option, allowing clients to choose their own course of action.</li> <li>• Prepare correspondence as necessary on behalf of the client ensuring that it meets his/her needs.</li> <li>• Continue appointments until the client is able to take control of his/her own financial circumstances.</li> <li>• Provide budget counselling and support services to individuals and groups that will assist in reducing the effects of low income and poverty.</li> <li>• Provide information to the target group relating to debt management, credit regulations and consumer finance issues.</li> <li>• Utilise other resources and welfare groups in the community and make referrals where appropriate.</li> <li>• Negotiate and advocate on behalf of the client where appropriate ensuring he/she is represented in a professional manner.</li> <li>• Advocate and negotiate in a professional manner for clients ensuring ethical and legal compliance requirements are met.</li> <li>• Empower the client through improved financial management skills.</li> <li>• Prepare, maintain and present financial literacy education for individuals and groups.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Maintain financial counselling qualifications by attending appropriate professional development training.</li> <li>• Ensure required attendance for clinical supervision.</li> </ul>
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Ensure the delivery of high quality, best practice supports to clients and ensuring service delivery meets standards and guidelines.</li> <li>• Ensure reports are produced and submitted on time to meet organisational and contractual reporting requirements.</li> <li>• Demonstrate and model a commitment to all organisational planning and quality management processes.</li> <li>• Role model your passion for the sector by exploring innovative approaches to complex problems.</li> <li>• Work collaboratively with the Manager Financial Wellbeing and the Team Leader Financial Wellbeing.</li> <li>• Provide practice supervision to designated Financial Counsellors through coaching, mentoring, case practice review and professional supervision sessions (if Supervisor qualified).</li> <li>• Other duties as reasonably requested within your level of skills and qualifications.</li> </ul>

## **SELECTION CRITERIA**

### **REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES**

- Diploma of Financial Counselling or currently studying the diploma.
- Member of the South Australian Financial Counsellors Association (SAFCA).
- Knowledge of the concepts of financial exclusion/inclusion, hardship, financial counselling services, relevant government policy and legislation.
- Knowledge of financial counselling principles and practices including experience in the delivery of financial counselling services to clients.
- Excellent interpersonal and communication skills including the ability to establish a rapport and maintain a positive relationship with client and other service providers.
- Strong skills in time management, setting priorities, planning and organising own work to achieve specified objectives.
- Sound knowledge of community resources, community development and advocacy models.
- Strong detail orientated mindset and sound analytical and research skills.
- Ability to work independently and demonstrate initiative.
- Ability to work in a multidisciplinary team with a strong team work focus.
- Promote Lutheran Care's financial wellbeing program
- Ability to produce and present education sessions to groups and individuals
- Ability to work within a non-judgemental and trauma-informed framework

### **ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL:**

- Qualifications as a SAFCA Supervisor or meet the requirements to obtain qualification
- Experience working within the context of a not-for-profit organisation.

### **SPECIAL CONDITIONS**

The successful applicant will be required to hold and maintain a satisfactory SA Department of Human Services Working With Children Check whilst employed.

Further conditions of employment are as follows:

- Have a current Safe Environments for Children & Young People certificate
- Have a current National Police Check
- Have a current NDIS Worker Screening Check
- Hold a current South Australian Driver's Licence
- Possess a registered roadworthy vehicle available for work use (employees reimbursed for work travel).

Employee: \_\_\_\_\_

Witness: \_\_\_\_\_

Date: \_\_\_\_\_