

JOB DESCRIPTION

TITLE OF POSITION	Senior Practitioner Financial Wellbeing
CLASSIFICATION LEVEL	Lutheran Care Level 5
PROGRAM	Financial Wellbeing

OVERVIEW

Lutheran Care provides community services 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 allied health. Current programs include emergency relief, financial counselling, family support and education, foster care, homelessness and housing and, allied health and NDIS disability services. Lutheran Care is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), Culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

ROLE SUMMARY

The aims and objectives of this role are to:

- Provide high level, confidential and qualified Professional Supervision, professional development, ongoing skills training, case management support to the Financial Wellbeing team in South Australia (SA) and the Financial Counsellors in Northern Territory (NT).
- Provide higher level, confidential financial counselling to clients with complex needs.
- Provide oversight and support of Financial Counselling and Social Work students.
- Work in collaboration with the Financial Wellbeing Leadership team to support the Financial Wellbeing Service.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Senior Practitioner Financial Wellbeing reports to Operations Manager Financial Wellbeing.

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	• Model ethical behaviour and practice consistent with the Christian ethos of LC as outlined in the Code of Conduct and stated values. • Adhere to and support LC's policies and procedures. • Comply with professional codes of conduct.
Teamwork	• Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. • Support LC's senior management team's decisions and ensure that instructions are carried out. • 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). • Work in collaboration with the Financial Wellbeing team, site reception and wider Community Services teams to provide a comprehensive service. • Attend and actively participate in regular team meetings and forums as required. • Report to the direct line manager/supervisor as required.
Work Health and Safety	• 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. • Promote and adhere to LC's Work Health and Safety guidelines.
Resource Management	• Maintain relevant and accurate case notes and ensure case notes and client information is entered to the relives database in a timely manner • Maintain records of activities as required for accountability purposes. • Manage resources and risks efficiently and effectively. • Work within established or negotiated financial and time constraints • Ensure all confidential information is kept in a secure manner • Provide information and reports as requested to meet organisational and funding contract requirements • Undertake all associated administrative task to support the provision of the service
Continuous Improvement	• Contribute to the delivery of high quality services. • Understand and support continuous quality improvement in LC.

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Client Assessment, Advocacy and Financial Literacy Support	• Provide high level accurate information regarding financial rights, responsibilities, legislation and processes relating to debt, credit recovery and income. • Meet the client in a confidential and timely manner and handle their financial affairs accurately and professionally. • Prepare accurate evidence-based Statement of Financial Position and money plans for client and/or creditors. • 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. • Prepare correspondence as necessary on behalf of the client ensuring that it meets his/her needs. • Support clients through ongoing appointments until they feel confident managing their own financial circumstances independently. Adhering to the client goals and desired outcomes. • Offer budget counselling and support services to individuals and groups, empowering them to build financial stability and reduce the challenges associated with inadequate income • Where appropriate refer clients to Lutheran Care programs or other community-based services. Advocate and negotiate in a professional manner for clients ensuring ethical and legal compliance requirements are met. • Empower clients by providing choice and dignity in their journey towards financial wellbeing. • Prepare, maintain and present financial literacy education for individuals and groups.
Professional Development	• Maintain financial counselling qualifications by attending appropriate professional development training. • Ensure required attendance for clinical supervision. • Participate in training as required by LC. • Attend accredited training as required by the department to fulfil contractual obligations. • Participate in further personal development as discussed with the program manager.
Service Delivery	• Ensure the delivery of high quality, best practice supports to clients and ensuring service delivery meets standards and guidelines. • Ensure reports are produced and submitted on time to meet organisational and contractual reporting requirements. • Demonstrate and model a commitment to all organisational planning and quality management processes.

	• Role model your passion for the sector by exploring innovative approaches to complex problems. • Undertake other duties as reasonably requested within your level of skills and qualifications
Professional Supervision	• Provide Professional Supervision to financial wellbeing staff, students, and interns as required by manager. • Ensure all Financial Wellbeing staff adhere to the FCA National Standards for Supervision. • Maintain records of supervision sessions completed with any financial wellbeing staff, students, and interns. • Report significant clinical / ethical / performance issues to line management. • Identify professional training gaps and recommend training to line management.

PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Diploma of Community Services (Financial Counselling) and Professional Supervisor qualifications.
- Accredited member of the South Australian Financial Counsellors Association (SAFCA) with a minimum of three years full time equivalent experience
- Successfully completed an approved supervision course and where appropriate, subsequent refresher courses
- Approved by a Financial Counselling Association as a Professional Supervisor
- Experience in supporting and mentoring staff and the capacity to provide regular Professional Supervision.
- 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 extensive experience in the delivery of financial counselling services to clients with complex needs.
- Ability to produce performance reports to line management.
- 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 teamwork focus.
- Promote Lutheran Care's financial services program
- Ability to produce and present education sessions to groups and individuals

- Ability to work within a non-judgemental and trauma-informed framework
- An understanding of Central Australian Indigenous culture

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Experience working within a community and/or not-for-profit sector.
- Experience working within First Nations communities.

SPECIAL CONDITIONS

Any offer of employment is subject to;

- A current and satisfactory Department of Human Services Working With Children Check
- A current and satisfactory NDIS Worker Check
- A current and satisfactory National Criminal History Check
- A current and unrestricted Australian Driver's Licence and the ability and willingness to regularly drive in the course of your employment
- Possession of a registered and roadworthy vehicle available for work use (employees reimbursed for work travel)
- Travel throughout the region and/or interstate as required
- Availability for some out of hours work, including overnight stays as required
- Safe Environments for Children and Young People certification

ACKNOWLEDGEMENT:

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain "Best Practice" standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee: _____ Witness: _____ Date: _____