



POSITION DESCRIPTION

Financial Counsellor Broome CIRCLE

Position Title: Financial Counsellor
Position type: 0.5 FTE
Fixed Term until 30 June 2018
Location: Broome

Broome Circle

Broome CIRCLE aims to create a welcoming and safe environment where Broome families, individuals and community groups can find the support, networks, training and resources that empower them to achieve their goals and make valuable contributions to the Broome community.

Broome Circle delivers financial counselling, capability and resilience services to support individuals and families in financial difficulty. We operate an integrated service model that is service-user focussed and works within a strength-based approach. Alongside this service, we offer a range of in-house and referral based wrap-around services. We deliver the model from a central hub in Broome and provide outreach services in Beagle Bay, Djarindjin, Ardyaloon and Bidyadanga.

The position

The Financial Counsellor works under the general direction of the Financial Capability Hub Coordinator. The role requires a high level of communication and technical skills. The financial counsellor provides information, options, support, counselling, advocacy, negotiation and referral in a confidential and non-judgemental manner to people experiencing financial stress. This may include exploration of relevant underlying issues impacting the financial well-being of the client.

This position will require some short-term travel to remote communities.
This is a fixed term position to June 30th 2018 with extension possible depending on funding.

Responsibilities

Client work

- Assess the overall financial situation of the clients
- Provide information/options and implications for those options to clients in relation to their financial situation

- Advocate and negotiate on behalf of clients
- Provide ongoing support to clients and empower them to make decisions
- Refer clients as appropriate to relevant services
- Assist clients to develop skills and strategies to understand and address their ongoing financial issues
- Take instruction from clients
- Maintain and keep accurate, appropriate and complete file records to a professional standard

Program Development and Administration

- Identify systemic issues that impact on the client group and develop strategies for addressing them
- Meet all Service Agreement requirements including entering data onto DSS database
- Provide verbal, written and data reports on activities to line manager

Training and Professional development

- Undertake orientation, First Aid, OH&S, NILS, ER, Tax Help and other training as required

Other

- Participate in supervision as per Broome CIRCLE supervision policy
- Represent Broome CIRCLE in networks and communities as directed
- Organise and deliver consumer education and community engagement projects in collaboration with financial capability worker(s), the financial capability team and Broome CIRCLE's other programs
- Attend and contribute to fortnightly Broome CIRCLE staff meetings
- Undertake other duties as may be reasonably required.

Selection Criteria

Financial Counselling

- Demonstrated ability to work within a financial counselling framework and deliver financial counselling services
- At least three years' experience in case management or community development
- Good understanding of the law as it relates to financial counselling
- Experience in community engagement using a strength-based approach

Communication and collaboration

- Ability to work collaboratively with internal staff and external stakeholders
- Ability to communicate with and support clients from marginalised and diverse backgrounds

General

- Highly organised and self-motivated
- Strong problem solving skills
- A passion for improving the lives of vulnerable people through financial counselling and social justice
- Willingness to travel to and work in remote communities
- A solid understanding of the ethical responsibilities of confidentiality and case management.

Qualifications

Qualifications and/or experience in at least one of the following areas is essential

- Diploma of Financial Counselling (complete, or willingness to undertake as soon as possible);
- social work or case management;
- community development;
- social science;
- counselling
- community services; or adult and community education

Salary and Conditions

This position is classified in the SCHADS Award 2010, Social and Community Services Employee, level 4.3 or Level 5.1 depending on experience and qualifications.

Other conditions include:

- 4 weeks Annual Leave + 1 week remote leave allowance
- 9.5% superannuation
- 17.5% leave loading
- Remote area allowance
- Personal development opportunities

How to Apply

For more information, contact Sandy or Sue on (08) 9193 6425.

Applications should include:

- Curriculum Vitae
- Cover Letter
- A response to the key selection criteria that demonstrate your capacity in the areas mentioned
- Contact details of three referees

Your application should be submitted electronically to sandy.joffe@broomecircle.org.au no later than Monday 9th October 2017