

## FCVic Professional Supervisor Position Description (PSC)

### 1. Overview

Financial Counselling Victoria (FCVic) is the peak body and professional association for financial counsellors in Victoria. We provide membership services and support to financial counsellors to assist them maintain professional services to vulnerable clients. On 1 January 2024, FCVic adopted the National Standards for Supervision which is the minimum standard.

Our vision is to support the Victorian financial counselling workforce to strive for personal and professional excellence and to provide safe and best practice services to their clients. The professional supervision framework assists financial counsellors to seek support outside of agency line management functions to develop professionally and personally.

Professional supervisors approved by FCVic can charge a fee for their services. Fees are not determined by FCVic. Approved professional supervisors may also **not** charge for their services. Any fees (charged or not) are not reflective of the quality of the professional supervision service provided.

FCVic Accredited financial counsellor professional supervisors are not employed by FCVic and generally determine their own working conditions.

### 2. Role description

#### 2.1. Professional supervision is:

- provided by a professional supervisor approved by FCVic pursuant to the FCVic Professional Supervision Policy<sup>1</sup> and related procedure
- a requirement for practicing financial counsellors and professional supervisors.
- driven by the supervisee as a part of their professional responsibility.
- a 2-way professional relationship between a financial counsellor professional supervisor (supervisor) and a financial counsellor (supervisee) that supports the development, practice and personal wellbeing of the financial counsellor.
- a relationship that supports the supervisee to enhance their capacity, identify professional challenges and discover pathways to identify and manage challenges, build resilience, work productively, and maintain a professional and safe approach to their financial counselling practice.
- an opportunity for the financial counsellor to seek balance in their working life by giving them an opportunity to reflect on casework, plan for education and discuss ethical and personal challenges related to their work.

#### 2.2. A Professional Supervisor is:

- a current FCVic Accredited member with a minimum of 4 years full time equivalent financial counselling experience
- self-aware, respectful, empathetic, focuses on the financial counsellor without distraction, non-judgemental, treats all matters confidentially and genuinely wants the individual to provide “best practice” for their clients.

#### 2.3. Key responsibilities of the professional supervisor

To

- assist the supervisee(s) to develop in their profession independently of the supervisee's employing agency.
- strong empowering skills and the ability to motivate and inspire.
- establishing the focus of the supervising relationship and creating an agreement (contract) that: a) reflects the needs of the supervisee; and b) clearly states what the supervisor and supervisee agree to contribute.
- creating a safe and supportive environment built on mutual respect and trust.
- promoting a culture in which supervision is treated as part of the core business of contemporary financial counselling professional practice.
- reviewing casework from a formative perspective
- the development of skills, knowledge and value base by reflecting on the financial counsellor's work.
- having a focus on the restorative aspect of professional supervision by supporting wellbeing and resilience.
- implementing the educative aspect of professional supervision through identification of development needs, interests, goals and developing action plans.
- providing an opportunity to reflect more generally on the financial counselling experience.
- assisting supervisees to develop a reflective practice approach to their work and their individual approach to that work.
- providing avenues to discuss and manage difficulties related to their work.
- conducting group based professional supervision sessions.
- contracting with potential supervisees before and throughout the professional supervision relationship
- maintaining the confidentiality of the supervisees, including client and organisational information discussed in supervision, unless circumstances arise which limit such confidentiality.

### **3. Professional requirements**

#### 3.1. Initial application

- Meet all requirements of Accredited membership
- Complete a specified e-learning related to professional supervision prior to commencement of the role

#### 3.2. Ongoing requirements

- Attend annual refresher for professional supervisors scheduled by FCVic, including one face-to-face session within a 2-year period.
- Meet their own professional supervision requirements as outlined in the FCVic Professional Supervision policy
- Meeting annual renewal requirements

### **4. Key selection criteria**

#### **Essential**

##### 4.1. Qualifications

- Holds current FCVic Accredited Membership with a minimum of 4 years full time equivalent financial counselling experience

- Successful completion of FCVic approved professional supervision training
- Current professional development according to FCVic membership policy
- Completion of essential checks as defined in the Policy

4.2. Technical and professional knowledge

- Extensive and varied casework experience including credit law, consumer law and other related areas.
- Understanding of the counselling aspects of professional supervision and potential psychological impacts of casework
- Understanding of the application of legal frameworks to assist clients in financial difficulty
- Working understanding of some of the specialist areas of financial counselling e.g., problem gambling, family violence

4.3. Personal attributes

- Self-awareness and emotional intelligence
- Excellence in communication at all levels
- Ability to motivate and inspire
- Understanding of the normative, formative, educative and restorative aspects of professional supervision
- Commitment to the development and wellbeing of the supervisee
- Available to meet personally with the supervisee on an agreed and regular basis
- Demonstrates ability to explore ethical issues and foster best practice
- Demonstrate unconditional positive regard for others

**Desirable**

- 4.4. Working understanding of the challenges for agencies
- 4.5. Experience with different financial counselling agencies
- 4.6. Willingness to explore issues and research casework information to assist their supervisee
- 4.7. Willingness to seek personal supervision to manage this role.

**5. Insurance**

Refer to the FCVic Professional Supervision Policy for information about insurance requirements and considerations for financial counsellor professional supervisors.

Version History				
Version Number	Issue Date	Nature of Amendment	Developed by	Approved By
1	17/09/2024	New	PSC	PSC