POSITION DESCRIPTION

Position title: Moneycare Financial Counsellor
Classification: SCHADS Award - Levels 3 to 5
Level 5 Accredited, Level 4 Diploma, Level 3 Training
Department: Community Engagement

Status: Full Time/Part Time
Direct reports: Nil
Reports to: Team Leader / Manager
Date approved:

PRIMARY PURPOSE OF THE JOB

To provide financial counselling for people who are in financial difficulty or hardship, or are wishing to avoid such situations, to develop and implement community member centred case plans and develop options that alleviate financial hardship, develop financial resilience, improve mental health and improve personal wellbeing.

To work in accordance with The Salvation Army mission and policy, the Doorways model of service delivery, Moneycare procedures, as well as to the requirements of the relevant professional accreditation, regulation and funding bodies.

ABOUT THE SALVATION ARMY AUSTRALIA

The Salvation Army Australia Mission Statement: The Salvation Army is a Christian movement dedicated to sharing the love of Jesus.

We share the love of Jesus by:

- Caring for people
- Building healthy communities
- Creating faith pathways
- Working for justice

The Salvation Army Australia Values Statement: Recognising that God is already at work in the world, we value: Integrity, Compassion, Respect, Diversity and Collaboration.

We commit ourselves in prayer and practice to this land of Australia and its' people, seeking reconciliation, unity and equity.

The Salvation Army is a child safe organisation and is committed to protecting children and young people from harm. We value people of all cultures, languages, capacities, sexual orientations, gender identities and/or expressions.

This role is in Moneycare within the Community Services Stream of the Community Engagement Department.

ROLE RESPONSIBILITIES

- Effective relationships are established with community members that encourage self-determination and participation
- A community member-centered, holistic approach. Focusing on relational, missional, and professional ethos in all case work.
- A collaborative approach taken is providing the best level of service to community members

- Service delivery is provided in accordance with The Salvation Army standards and procedures and The Salvation Army Practice Framework, aligned with relevant legal and regulatory requirements.
- Ongoing assessment is made of community member issues, needs and circumstances from initial contact to exit
- Outcomes measurement survey processes are followed.
- Individual casework plans are developed in collaboration with community members and include a range of interventions that address their needs or goals
- Community members are assisted to access support services and establish community supports, and where needed are assisted through advocacy with service providers and other external parties
- Progress and outcomes of individual case plans are regularly monitored and reviewed and where needed action is taken to ensure the plan continues to meet the relevant needs or goals
- Accurate, up to date records and data is maintained for all community members in accordance with The Salvation Army standards and procedures using The Salvation Army information systems (SAMIS)
- Principles of continuous quality improvement culture, including client feedback is evident through the individual contribution and participation to the team, work performed and review processes,
- Reports are provided to management as required
- Funding body reports are submitted in a complete manner and within due dates
- Risks to community members, staff and The Salvation Army are identified and bought to the attention of the Manager/Team Leader as soon as possible
- Service gaps are identified and recommendations for service delivery improvements are made to the Manager/Team Leader
- Practice self-care and participate in on going professional development and supervision.
- Engage in team meetings, performance plans and appraisals
- Work in a cooperative manner with all staff, volunteers and the community that contributes to the positive service delivery provided by The Salvation Army.
- Additional duties as determined by Manager/Team Leader.

QUALIFICATIONS AND EXPERIENCE

- Level 5, hold the Diploma of Financial Counselling and are an accredited member of a state based recognised financial counselling association.
- Level 4, hold the Diploma of Financial Counselling, and are working towards being an accredited member of a state based recognised financial counselling association.
- Level 3, are working towards completing the Diploma of Financial Counselling in a timely manner, or are willing to enrol with a recognised registered training organisation and work towards completing the Diploma of Financial Counselling in a timely manner
- Relevant experience in a social service environment and/or a good understanding of issues that can cause financial hardship and financial exclusion.
- Demonstrated capability to meet deadlines and work under conflicting time pressures.
- Demonstrated proficiency in working within a Windows Office environment.
- Highly effective communication skill and negotiation skills

CAPABILITIES

Capabilities (from The Salvation Army National Capability Framework)

Act ethically and with integrity	• Promotes a culture of integrity and professionalism within The Salvation Army and in external dealings

Level 4	• Acts on reported breaches of rules and policies • Models the highest standards of ethical behavior • Uses ethical practices, standards and systems • Represents The Salvation Army in an honest, ethical and professional way and sets an example for others to follow • Has a relevant understanding of the legislation and policy framework relating to role
Displays Resilience ***Level 3***	Constructively deals with and recovers from challenges and obstacles
Show respect ***Level 2***	Values diversity and inclusiveness and work effectively with differences
Communicate effectively ***Level 3***	• Conveying and collecting information and opinions, one on one or in groups • Writes fluently in a range of styles and formats • Telephone, email and face to face communications are non-judgmental, professional and of a high quality
Work collaboratively ***Level 4***	▪ Acknowledges collaborative efforts that lead to successful outcomes ▪ Builds cooperation and overcomes barriers to information sharing, communication and collaboration across workgroups ▪ Engenders wellbeing, synergy and a spirit of collaboration across workgroups ▪ Facilitates opportunities to engage and collaborate with external parties to develop joint solutions
Focus on People we serve ***Level 4***	▪ Provide quality services to end users in line with The Salvation Army standards and objectives ▪ Fosters a culture of excellence in service delivery ▪ Maintains high level of awareness of issues affecting people ▪ Advocates and negotiates for people in internal/external environments as appropriate ▪ Facilitates pastoral care systems
Diversity and Inclusion	Works to create a culturally safe welcoming and inclusive workplace, recognising and respecting differences and responding in culturally appropriate ways.

REQUIREMENTS OF THE ROLE

- A national police record check is required.
- Relevant state Working with Children Check is required.
- Drivers licence (if travel required)