

Position title	Financial Counsellor
Location	Brisbane, Melbourne or Sydney
Reporting to	Manager, Financial Counselling
Position type	Ongoing (subject to funding) full time or Part-time
Updated	November 2018

Role

This role will deliver financial counselling casework to clients who are survivors of child abuse, providing a thorough assessment of financial situations and to determine and provide short and long term responses to vulnerable clients.

The key aim of the financial counselling role is to deliver high quality provision of information, advice, practical assistance, including a case plan with the goal of meeting positive outcomes for the client. It is envisaged that there will be a range of possible assistance a financial counsellor will provide, dependant on the individual situation of the survivor.

This role works collaboratively as a member of a national team and within knowmore's multi-disciplinary model, working alongside other teams delivering intake, legal, social work and cultural support services to clients. knowmore provides high quality services to clients in a culturally safe and appropriate manner within a trauma informed and multi-disciplinary framework.

Guided by the organisation's service plans, the role will include travel to deliver services to clients on an outreach basis, and to undertake community engagement activities. Accordingly, a current drivers' license is highly desirable, along with the ability and willingness to travel, including to remote and regional locations for up to a week at a time, and to work out of hours.

Duties and responsibilities

- Provide information, options, practical assistance and advocacy to address financial issues and alleviate financial burden.
- Provide comprehensive financial counselling assessment that includes a case plan with goals towards meeting positive outcomes for the client.
- Build financial resilience with clients by working with clients to improve their financial standing and empowering clients to develop strategies and goals about what they want to achieve with compensation received.
- Advice and advocacy on existing debts, particularly where creditors want to access the lump sum for existing debts.
- Provide information and strategies on financial matters and how clients can prevent getting into financial difficulties in the future.
- Advice on the impact of receipt of lump sums (e.g. redress payments) on existing government payments and entitlements.
- Advice on how to maintain special protections for redress payments, as legislated.
- Educate clients of their rights and responsibilities in relation to lending practices, harassment, debt recovery and the Credit Code.
- Help claimants to safeguard themselves from economic abuse (elder abuse, scams etc.).

- Build capacity across the financial counselling sector to support survivors and respond to the financial issues relevant to the client group.
- Contribute to knowmore's community education and engagement activities and the preparation of materials.
- Contribute to knowmore's systemic advocacy work, including law reform and policy and procedural initiatives relevant to the client group.
- Maintain client records and documentation within requirements and timelines.
- Participate in the planning, implementation and reviewing all of elements of the Financial Counselling service.
- An understanding of how childhood trauma may impact people seeking financial counselling support (or similar).

Organisational Obligations

- Demonstrate an active and dedicated commitment to knowmore's Mission, Vision and Values.
- Comply with knowmore's Policies and Procedures.
- Observe all legal and legislative requirements.
- Ensure a high level of confidentiality and integrity.
- Assist in the development of, and participate in knowmore's initiatives, projects and events.
- Cultivate productive and collaborative working relationships and outcomes through open and inclusive planning, continuous improvement and transparent work practices.
- Liaise with others in a professional, respectful and constructive manner.
- Take reasonable care to protect their health and safety and the health and safety of others.
- Commitment to working within knowmore's practice framework (trauma-informed culturally safe, person-centred).
- To engage in professional supervision and other reflective practice opportunities as required.

Selection Criteria

- Excellent record in providing quality financial counselling to vulnerable clients.
- Knowledge of the types of Financial Counselling interventions, information, advocacy and support appropriate for clients.
- Excellent knowledge of relevant State and Federal credit, debt and social security legislation.
- Experience in working with vulnerable and disadvantaged members of the community and an understanding of the effects of trauma for individuals and families.
- Demonstrated ability to link into support services and resources for people with complex needs and in financial hardship.
- Demonstrated ability to work collaboratively and effectively as part of a multi-disciplinary team, as well as with external stakeholders.
- Evidence of advocacy or consumer education initiatives.
- High level written (case notes, letter writing) and verbal skills with strong interpersonal communication abilities.
- An understanding of how childhood trauma may impact people seeking financial counselling support (or similar).



Qualifications and other requirements

- Diploma of Community Services (Financial Counselling) or Diploma of Financial Counselling.
- Current full member of the relevant state financial counselling peak body.
- The successful candidate will be required to satisfactorily complete a National Police Records Check and a Working with Children Check.
- The role may involve intrastate and interstate travel to deliver services to clients or stakeholders. Accordingly a current driver's licence is desirable.

