

Manager, Financial Counselling

Job Description

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

Role

The Manager, Financial Counselling, will lead the establishment of a new financial counselling team within knowmore and the integration of financial counselling support into knowmore's client service model.

The team 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.

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.

The role will involve undertaking direct client work and also provides leadership, management and guidance as the national leader of the financial counselling discipline. The role will lead knowmore's activities, working in co-operation with the broader financial services sector, to build capacity and raise awareness around financial issues facing survivors. The Manager will also play a major role in designing and delivering knowmore's community engagement, education and outreach programs.

Duties and responsibilities

- Provide consistent leadership, support and direction to the Financial Counselling team, maintaining a work environment that supports positive relationships with clients, colleagues and other partners.
- Manage the team's workload and co-ordinate team coverage and contributions across knowmore's activities, including client work, community education and outreach, law and policy reform and other projects.
- Provide practice and professional supervision and support to members of the national financial counselling team.
- Ensure practice knowledge is captured, identify professional development needs and learning opportunities for knowmore staff and other partners, and promote innovation.
- Work collaboratively with the broader financial counselling sector and other services and agencies to build capacity, raise awareness about issues impacting the client group and to develop effective referral arrangements to best meet the needs of clients.
- 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.)
- Maintain client records and documentation within requirements and timelines.

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

- Experience in leading and managing teams, including motivating, supervising and supporting less experienced staff and developing, implementing and co-ordinating systems, policies, procedures and resources.
- High level communication and negotiation skills, including the demonstrated ability to build and maintain collaborative working relationships with a range of internal and external stakeholders and to represent knowmore in various forums.
- Ability to identify broader and systemic issues arising from casework and to develop and action appropriate responses.
Excellent record in providing quality financial counselling to vulnerable clients and awareness of the financial counselling needs of knowmore's client group.
- Understanding of the issues affecting Aboriginal and Torres Strait Islander peoples and experience in providing culturally safe services to Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse backgrounds.
- Ability and willingness to travel and work in regional, rural and remote areas from time to time.
- Demonstrated commitment to social justice, with resilience and a client-focused approach.
- 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.

