South East Community Links

EVERY PERSON COUNTS EVERY SYSTEM FAIR

ACHIEVING BETTER SOCIAL AND ECONOMIC OUTCOMES FOR PEOPLE IN OUR COMMUNITY

Position Description

Front Line Client Support: Financial Counsellor

Terms of Employment: Ongoing

Hours: Full Time

Reporting to: Manager Community & Financial Wellbeing

Position supervises: Students and volunteers where appropriate

Location: Dandenong or Springvale with possibility of out posting

Award Classification: Employment in accordance with the SCHADS Award.

The total salary package includes 9.5% super and salary packaging (while allowed under tax law and without incurring any Fringe Benefit tax liability).

Position Purpose This positions will deliver high quality, flexible and responsive financial counselling services to SECL’s client community.

South East Community Links Our organisation was formed on 1 October 2015 as a result of a merge between Springvale Community Aid and Advice Bureau, Dandenong Community Advisory Bureau, and the Southern Ethnic and Advisory Council. SECL currently operates out of three sites, Dandenong, Springvale and Noble Park.

South East Community Links operates in one of Melbourne’s highest multicultural areas. A core aim of our organisation is to promote cultural diversity and inclusion. This includes working to reduce narrow stereotypes and discrimination as well as working to promote and advocate for equality and opportunities for all.

SECL delivers a wide range of services to meet the needs of people in our community including emergency relief, case work, housing support, youth and family services, financial counselling and resettlement services for refugees and asylum seekers.

Our service model will ensure people in our community are provided integrated services, linking services to client needs. As disadvantage has many root causes, only an integrated understanding of these causes can support people to achieve their social and economic goals. In turn these achievements contribute to economic and social development in our community.

Position Context SECL's Font Line Support roles are responsible for providing SECL’s services to our client community. Service delivery will be high quality, responsive, flexible and tailored to the unique needs of individual clients, families and communities.

Highly developed skills in client assessment, engagement and financial counselling case work and are core requirements of these roles. SECL places a high value on integrated service delivery, where collaboration with other staff and programs ensures best outcomes for our individual clients and communities. A demonstrated ability, and willingness, to work closely with other staff for the benefit of clients will be critical in these roles.

IT skills are required to ensure service and client data/information is recorded accurately and in a time efficient manner. An ability to identify service trends, and emerging needs, through front line service delivery is also a requirement. Front Line Support roles will focus on the achievement of outcomes for clients and communities rather than activities.

Time management, flexibility and a strong ability to prioritise in a fast paced environment are critical skills in this role. SECL operates in a changing environment that will require timely responses to emerging social and economic trends impacting on our client community. An ability to manage oneself in times of change and uncertainty is essential.

Demonstration of deep content knowledge, experience, capabilities and any essential qualifications in the specific roles will further determine suitability of individual staff to these roles.

Individual Work Plans will be developed to articulate the specific deliverables for each role.

Key Stakeholders Clients

SECL Community

SECL Management Team

Service partners and referral networks

SECL CEO and Executive

Regional Service Networks

Client representative organisations

Peak organisations

Capabilities Managing, leading and developing others.

* Support skill and knowledge development in others
* Models ethical leadership amongst peers and client community
* Takes responsibility for own actions and performance
* Demonstrates a commitment to best practice approaches and reflective practice
* Shares information and knowledge
* Embraces change

Provides high quality client responses.

* Ability to undertake comprehensive need assessments for individual clients, families and communities
* Ability to deliver high quality, responsive and flexible service responses to meet the individual needs of clients and communities
* Holds IT capability to comply with data reporting and sufficient knowledge to identify themes in front line service delivery
* Highly developed service delivery skills with the ability to contribute to the improvement of front line service delivery, processes and systems
* Experience in identifying and reporting service risks, including an ability to respond to, and seek appropriate support to recover from, a crisis or critical incident

Willingness to develop capabilities in coaching, mentoring and adult learning techniques to empower clients and drive social and economic mobility.

* Experienced working in integrated service delivery models, familiarity with performing in multidisciplinary teams, and can contribute to better outcomes for clients.
* Collaborative, encouraging, accommodating.

Client Outcomes

* Ability to turn service activity into client outcomes.
* Ability to ensure client data is accurate, meaningful and provides impactful information to promote holistic outcomes.
* Ability to advocate effectively for clients and communities within service systems.
* Willingness to develop capability in client outcome measurement.

Communications

* Ability to deliver effective and meaningful communication among client community, students and volunteers
* Approachable and supportive approach to front line service delivery
* Strong ability to engage with individual clients, families and communities

## Transformation Capabilities

South East Community Links’ capability framework emphasises several **transformation capabilities, s**ignaling desired areas of increased organisational capability in the future. The important transformation capabilities focused on in this role are:

* evidence based practice – embeds evidence based methods and procedures into all aspects of their work
* partnerships – engages with our service network partners and the community that depend on SECL to carry out its purpose.
* volunteer and student strategies implemented, maximising contributions to SECL's front line service delivery

Responsibilities 1. Client and community engaged through SECL's Bridge to Social & Economic Mobility framework and responsive front line service delivery.

2. Front line service delivery targets and objectives met with a focus on appropriate and sustainable outcomes for clients and communities.

3. Client and service data reporting completed with accuracy, efficiency and within prescribed timelines.

4. Contribute to continuous improvement of front line service delivery systems and processes.

5. Contribute to advocacy strategies and evidence bases through recording, identifying and reporting emerging trends and unmet needs within front line service delivery

6. Contribute to the achievement of SECL's Strategic Plan through organisational participation, enthusiasm for change projects and active support for service integration across programs and teams.

KPIs will be negotiated with the successful applicant. These will be based on the position’s responsibilities and advancing the SECL Capability Framework.

**Qualifications**

To be considered for a Financial Counselling role you must have completed the Diploma Financial Counselling and be a member of the Financial & Consumer Rights Council (FCRC).

# Selection Criteria

Essential

* Qualification: Diploma of Financial Counselling
* Excellent organisational and time management skills.
* Exceptional interpersonal skills with the ability to establish and maintain effective relationships with a diverse range of people and professionals.
* Strong commitment to engaging in significant capability development in line with SECL's Capability Framework and strategic objectives.
* Demonstrated professional experience, training and skills in the provision of supportive and empowering front line financial counselling service.
* Strong commitment to working with individual clients, families and communities to achieve social and economic inclusion.
* Commitment to supporting students and volunteers in their front line service delivery work.
* Demonstrated experience, skills and knowledge working with culturally diverse communities and individuals.
* Satisfactory completion of a National Police check, and Working with Children check, and a current Victorian Drivers License.

Desirable

* Family Violence Financial Counselling experience

Other Information

1. A probationary period of six months may apply to this position.
2. This position is supported by the SCHADS Award.
3. The incumbent will be required to support SECL policies and procedures.

Position revised July 2019

Authorised

R Cumberland

CEO South East Community Links