

SOUTH BURNETT CTC INC POSITION DESCRIPTION

FINANCIAL COUNSELLOR CTC YOUTH & FAMILY SERVICES MONEY MANAGEMENT PROGRAM SOUTH BURNETT

Position Type	Full Time
Operating Hours	Monday to Friday 8.30am to 4.36pm with some activity programs facilitated after hours
Funded By	Department of Communities, Disability Services and Seniors
Funding Period	1 July 2019 to 31 December 2021
Target Group	Adults experiencing financial issues
Based At	CTC Youth & Family Services, Somerset Street, Kingaroy 4610
Reports to	Youth & Family Services Manager
Headquarters	South Burnett CTC Inc, 6 Cornish Street/PO Box 490, Kingaroy 4610
Award Conditions	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS). QCSCA Transitional Pay Equity Order (TPEO). Level 2 or 3 depending on skills and qualifications (from \$26.99 to \$30.04 per hour) plus salary packaging http://www.fwa.gov.au/index.cfm?pagename=awardsfind

Program Outline

The program is a free, confidential and independent service which provides:

- Financial counselling and advocacy to people experiencing or likely to experience financial stress
- Material assistance to people in financial crisis. Material assistance is provided based on assessment of need and is only provided where such assistance will immediately assist people out of crisis. Financial or support service referrals are made so that each client receiving assistance has access to further support to promote financial resilience.
- Community education on financial literacy.

Referrals are accepted from multiple sources and expected from:

- Self, family and friends (particularly as the program becomes known through the community)
- Government agencies including Centrelink, Child Safety, Youth Justice, Probation and Parole
- Non-government agencies including Graham House, CTC, CRAICCHS, Uniting Care, Mercy Family Services
- Church groups and aid organisations – people providing financial support to individuals, couples and families
- Internally through the CTC daily office intake system

Requirements for the Position

- Diploma of Financial Counselling or ability to meet the requirements of membership for the Financial Counsellors' Association of Queensland (FCAQ) and actively working towards completion of the Diploma
- Experience in working with people with complex financial needs
- Understanding of the Human Services Quality Framework
- Relevant and current networks for supported referrals
- Experience in providing reports by capturing information on a database system
- Demonstrated skills in maintaining personal safety and the safety of colleagues and clients through understanding and responding to indicators of risk

SOUTH BURNETT CTC INC POSITION DESCRIPTION

- Working with Children Blue card or ability to acquire
- Ability to meet and maintain any other current and future relevant legislative benchmark requirements
- Ability to maintain a driver's licence without suspension and be transparent in reporting any past or future driving/traffic infringements notices that may impact on suitability to drive a CTC vehicle

Duty Statement as a Financial Counsellor

- Deliver the program in compliance with the Human Services Quality Framework and the *Individuals Investment Specification Version 4.3 (and subsequent updated Investment Specifications)*. Sections:-
 - 5.1.1 Requirements for all services
 - 5.1.2 Considerations for all services
 - 6.5.1 Requirements – adults experiencing personal, family, relationship and/or financial issues
 - 6.5.2 Considerations – adults experiencing personal, family, relationship and/or financial issues
 - 7.6.1 Requirements – financial and material assistance
 - 7.6.2 Considerations – financial and material assistance
 - 7.7.1 Requirements – financial counselling and advocacy
 - 7.7.2 Requirements – financial resilience workers
 - 7.7.3 Considerations – financial counselling and advocacy
 - 7.7.4 Considerations – financial resilience workers
- Promote the program through existing networks, CTC Facebook and Webpage and through word of mouth
- Time manage incoming referrals and arrange face to face appointments across the South Burnett (eg. at a CTC or other service provider's site or in a public place) or provide virtual support through phone, SKYPE or Messenger
- Where there are a number of referrals in one area, work from that geographical area allocating weekly time to ensure full geographic coverage.
- Schedule two hours per day for urgent referrals or drop ins
- Ensure an answering machine is in place for service users after hours and alternative contact numbers are offered to service users in case of emergencies and crisis support
- Request approval from the Service Manager before arranging appointments after hours to meet the needs of clients
- Provide financial counselling and advocacy to people experiencing or likely to experience financial stress (contractual target of 1395 hours per annum)
- Assist people to access and understand financial information, strategies and options consistent with their needs. This may include:
 - Providing information, advice and advocacy to help manage finances
 - Budgeting
 - Helping negotiate repayment options with creditors
 - Checking eligibility for subsidies or other assistance and helping with the application process
 - Advocating on a client's behalf on issues such as eviction or disconnection of electricity, phone or gas (or providing information to clients so they can advocate on their own behalf)
 - Explaining options and their consequences for a range of situations including not paying bills, debt recovery or bankruptcy
 - Referring to other services for assistance – such as DV Services, Family Support, Alcohol and Drug Services, Mental Health Services Legal Aid etc.

SOUTH BURNETT CTC INC POSITION DESCRIPTION

- Arrange financial or support service referrals for medium to long term assistance so that the journey out of crisis is sustained and financial resilience achieved through wrap around, holistic services which provide suitable intervention to meet each need
- Provide community education on financial literacy
- Timely collect and input into the IT system performance management data in accordance with the counting rules contained in the Outputs and Performance Measures Catalogue available from the Department's website
- Provide quarterly performance management data reports within 14 days after the end of each quarter to the Service Manager, reporting on:
 - Number of hours provided during the reporting period
 - Number of service users who received a service during the reporting period
 - Number of service uses identifying as Aboriginal and/or Torres Strait Islander
 - Number of service uses identifying as being from a culturally and linguistically diverse (CALD) background
 - Number of service users with improved life skills
 - What significant achievements or factors have impacted on the quality of service delivery during the reporting period
 - Any additional data as required in the *Individuals Investment Specification Version 4.3*.
- Be proactive in ensuring you receive regular internal support and supervision, training and professional development and networking opportunities
- Ensure the Department is notified in advance regarding any reduced service hours and/or closure arrangements that need to be put in place (for example, localised incidents/Christmas closure) as Regional Direct approval is required before any changes are implemented
- Assess individual need and only where it is identified that assistance will immediately assist people out of crisis, provide material assistance ensuring all contractual and internal financial requirements are met and that the budget (\$10,000 per annum) is maintained and distributed equitably

Duty Statement as an Employee of CTC

- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/Acts/Guidelines
- Integrate with other programs and the ethos of CTC
- Be an effective member of the Youth & Family Service Team and other CTC teams
- Work independently and as part of a team in compliance with direction from management
- Attend and actively participate in all team and other relevant meetings and training
- Assist other staff in their duties
- Assist in maintaining a clean, hygienic and tidy work environment
- Ensure all CTC resources and assets are used only as appropriate, accounted for and maintained in a safe, clean, hygienic and useable condition at all times
- Flexibility in regard to working hours and locations and preparedness to undertake complementary duties as required
- Manage fortnightly roster and timesheet through EmpLive Employee Self Service system

Service standards are to be in accordance with the ethos, mission, vision, policies and procedures of CTC and in strict adherence to the Service Contract (relevant information attached as part of the position description).

As part of the Youth & Family Services Team, staff will have knowledge and understanding of other CTC services and contribute to the success of the organisation in its entirety.

SOUTH BURNETT CTC INC POSITION DESCRIPTION

Internal Support and Performance Measures

- Regular support and supervision with the Youth & Family Services Manager
- Performance will be reviewed within a 6 month probation period and annually according to the details of this and any revised position descriptions

I understand:

- The requirements of the position and agree to the terms and conditions as set out above
- More detailed duties are to be arranged with my supervisor in line with the requirements of the organisation and broadly consistent with the role, including any targets for outputs and outcomes directly related to the role

Employee Name **Signature**..... **Date** / /