**PART A: POSITION SPECIFICATION**

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| **Role title** | |
| Position Title | Financial Counsellor – Student Placement Shoalhaven Eurobadalla |
| Classification level/award rate: | N/A |
| Reporting structure: | Reporting to: Financial Counselling Service Manager  Direct reports: Nil  Relates to: Financial Counsellors |

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| **Position statement** |
| Lifeline South Coast Financial Counselling, an activity of Lifeline South Coast, was established to provide ongoing, in-depth casework assistance to financially disadvantaged consumers.  The principal objective of the Student Financial Counsellor is to provide practical experience associated with their Financial Counselling studies, to strengthen their individual experience of the workplace, to develop practice skills and application of knowledge within the workplace and to provide exposure to real workplace situations and circumstances  Under the supervision of an Accredited Financial Counsellor the student will participate in the provision of financial counselling advice and assistance to consumers in financial crisis and a range of other strategies to educate and increase community awareness of financial counselling issues. They will be expected to adopt and implement a multi-disciplinary approach to achieving the objectives of the Financial Counselling Program.  This position is for a 220-hour student placement term, with hours and days to be negotiated with the Financial Counselling Manager and to be completed in a mutually agreed timeframe |

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| **Responsibilities** |
| The Student Financial Counsellor is required to:   * Have an awareness of and a commitment to work within the Beliefs and Values, Vision, Mission and Goals of Lifeline Australia and Lifeline South Coast. * Abide by the Lifeline South Coast Code of Conduct. * Abide by the Lifeline South Coast’s Policy and Procedures Manual. * Abide by the Lifeline South Coast’s health, safety and environmental policies and procedures. * Cooperate in the organisation’s efforts to create a safe and healthy working environment. * Demonstrate a commitment to maintaining high standards of professional competence and ethical conduct.   **Provision of Financial Counselling casework – (Whilst under Supervision)**   * Face to face casework with new and ongoing clients. This is subject to variation by discussion with the relevant supervisor. * Open and maintain up to date files in accordance with Lifeline South Coast Financial Counselling Practice Standards. * Relevant and timely information and skill transfer to clients * Debt counselling, development and presentation of options, possible negotiation and debtor advocacy * Budget counselling, assistance in the preparation of family/individual budgets. * Advocacy in general in such forums as Courts, Tribunals, Boards of Appeal, Government Departments etc. * Accurate record maintenance, establishment of files and processes for efficient administration. * Effective development of client/casework linkages to community supports, self-help and action groups * Maintain accurate statistics, as required.   **Community Information**  The Student Financial Counsellor is responsible for assisting, when directed with:   * The provision of education and information sessions on a broad range of finance and consumer related topics. * Developing innovative way of disseminating information, education and increasing community awareness of a broad range of financial issues.   **Other**  The student Financial Counsellor will   * Be supervised by the Financial Counselling Services Manager with regards to casework. * Assist in ensuring a positive work environment for all involved with or who come in contact with the Financial Counselling Service. * Ensure close liaison and co-operation with other Lifeline staff and volunteers. * Undertake other duties as determined from time to time by Management. * Maintain an orderly work environment and adhere to WHS policies. |

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| **Delegations, authority levels and decision making** |
| * Responsible for working within the guidelines of the State peak body Financial Counsellors Association of NSW (FCAN) as directed by their supervisor. |

**PART B: PERSON SPECIFIC**

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| **Qualifications and experience** |
| * The Student Financial Counsellor must be a member of the Financial Counsellors’ Association of NSW (FCAN) or working towards membership within 2 months of commencement of role. * Have completed or be completing or willing to complete the Diploma of Financial Counselling at the time of their placement. * The Student Financial Counsellor must remain a member of FCAN and comply with its ethical behavior guidelines, as issued from time to time. * Administration skills with a high degree of computer literacy are required. * Current NSW driver’s license and use of own car for outreach |

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| **Key knowledge areas** |
| **Social Action**  Financial Counsellors are often aware of common problems, social injustices particularly relating to the exploitation of credit consumers/debtors and seek to influence for change at all levels. Social action points should first be raised with the student’s manager/supervisor who will decide on any advocacy activities with the Lifeline South Coast CEO.  **Local Referrers and Community Organisations**  Knowledge of Shoalhaven and Eurobodalla local government and non-government welfare agencies |

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| **Key skills/abilities and personal attributes** |
| Good communication skills  Individual advocacy skills  Organisational skills  Ability to manage competing priorities  Assertiveness  Strong time management |

**PART C: ACKNOWLEDGMENT**

I have read and understand the position description

Signed: …………………………………

Date:…………………………………….