



Position Description – Financial Counsellor - Small Business

Position:	Financial Counsellor – Small Business
Directorate/Portfolio:	Mental Health and Alcohol and Other Drugs – Adult Mental Health and Wellbeing Services – Partners in Wellbeing
Industrial Instrument Name:	EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification:	Level 5
Reports to:	Team Leader – Small Business Financial Counselling (PiW)
Effective Date:	November 2024

Role Summary/Purpose

Financial counsellors provide information, options, support, advocacy, and referral to financially disadvantaged and vulnerable Victorians to reduce financial hardship and financial difficulty. Financial counselling is a free, confidential and independent service.

Financial counsellors assist people to set financial goals and empower them to manage their own financial situations and implement strategies to minimise future financial difficulty where possible.

Financial counselling at EACH is funded by Department of Justice and Community Safety (represented by its business unit Consumer Affairs Victoria), Victoria Responsible Gambling Foundation, Knox City Council and Department of Jobs, Skills, Industry and Regions.

The purpose of this position is to deliver high quality Financial Counselling services to small businesses under the Partners in Wellbeing Program.

Key Deliverables

- Assessment of the financial situation, provision of information and options, assistance with advocacy and negotiation.
- Delivery of effective, comprehensive financial counselling casework and advocacy including liaison and negotiation with relevant legal and financial institutions.
- Provision of integrated and coordinated responses to casework through liaison and close links with allied services.
- Participation in local community and state-wide activities and projects in accordance with the funding agreement.
- Accurate data entry into EACH's client management.
- Engagement in regular supervision (line management and professional), team meetings and staff development. Participation in ongoing professional development as required by FCVic.



Experience

- Demonstrated competence in an area of clinical practice, preferably in a multidisciplinary team context with clients with multiple or complex needs.
- Understanding of the Social Determinants of Health and the Social Model of Health approach.
- Good understanding of the referral pathways across sector(s).
- Experience in working with vulnerable and disadvantaged people.
- Experience of collaborative practice.

Skills

- Financial counselling skills
- Demonstrated understanding of financial counselling standards and code of professional conduct
- Demonstrated understanding of legislation relevant to financial counselling
- Well-developed and effective advocacy and negotiation skills
- Highly developed interpersonal skills, with the proven ability to build effective relationships and communicate with a diverse range of people
- Excellent problem solving and organisational skills
- Capacity to work autonomously and within a team

Qualifications

- Diploma of Community Services- Financial Counselling - fully or partially completed or enrolled.
- Eligible for membership of Financial Counselling Victoria Inc (FC Vic).
- Drivers license.

Physical Requirements

- Ability to sit and use a computer and other essential IT equipment relevant to the role for duration of work day.
- Ability to travel between EACH locations or other sites to occasionally attend meetings or activities.



Position Description	Employee
Attachments	Addendum A *Outlines the specifics of the allocated Directorate/Portfolio

About EACH

EACH provides an integrated range of health, disability, housing, counselling, and community mental health services across Australia. We offer a wide range of supports to assist members of our community to lead happier, healthier lives. Our staff are a collective workforce of over 1,700 paid employees and over 250 volunteers.

More information is available at: <http://www.each.com.au>

Our vision	Everyone has the power to live well.
Our purpose	Health and support services that improve lives and strengthen communities.
Our values and behaviours	<p>We care.</p> <p>We welcome you with empathy and hope.</p> <p>We believe making change is possible for everyone.</p> <p>We listen.</p> <p>We take time to understand you, your experiences, and your culture.</p> <p>We work with you and the people important to you, to build the right supports.</p> <p>We learn.</p> <p>We evaluate our actions and always seek to improve.</p> <p>We deliver.</p> <p>We have a 'can do' attitude and find ways to say 'yes'.</p> <p>We do what we say we're going to do.</p>



Position Summary

A key focus of this position is to work collaboratively with their team members, their Directorate and across other Directorates.

They are responsible for leading delivery and/or community through their own contribution.

It is expected that all employees consistently model EACH's values and behaviors and ensure EACH's culture is inclusive, safe, and engaging.

Key Deliverables

Employees are responsible for:

- Assessing for quality, safety and risk and taking actions that keep myself, customers, community and staff safe
- Partnering with my team, others at EACH, our customers and community to achieve great outcomes
- Creating a safe, respectful and culturally appropriate space to foster growth, learning, belonging, health and wellbeing
- Contribute to tracking progress and outcomes to ensure alignment with EACH's goals and to reliably deliver on performance targets
- Working within the program/role guidelines and professional boundaries of my role
- Demonstrating behaviours at all times that align to EACH's leadership standards and recognises that you are an ambassador of EACH.

Quality:

EACH staff are required to participate in continuous monitoring and improvement and comply with legislation, professional standards and accreditation standards and any other governing laws that apply from time to time.

EACH staff must have and maintain the appropriate skills and knowledge required to fulfil their role and responsibilities. In addition, they must practice within the specifications of this position description, and where applicable within the agreed scope of practice.

Safety & Wellbeing:

EACH is committed to providing and maintaining a working environment for all staff that is safe and minimises risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by their acts or omissions at the workplace.

As an Employee you understand your responsibilities and accountabilities to yourself and others in accordance with OH&S legislation across the various jurisdictions and EACH's policies.



EACH Child Safe Commitment Statement:

EACH is committed to promoting and protecting the best interests of children and supporting a child safe culture. EACH has zero tolerance for child abuse. Everyone working at EACH is responsible for the care and protection of children and reporting information about suspected child abuse.

All children who come to EACH have a right to feel and be safe. EACH is committed to the safety and well-being of all children whether they are direct service recipients or indirectly linked to our services such as children of customers. The welfare of children and young people is our first priority. We create a child safe and child friendly environment where all children are valued and heard, are safe and protected."

Key Selection Criteria

Skills and Behaviours

- Acts in accordance with EACH's Behavioural and Performance Standards.
- Highly developed communication and interpersonal skills to competently establish and maintain effective working relationships with clients, staff and visitors.
- Demonstrated ability to work collaboratively and enthusiastically within a team to help foster a positive and progressive work environment.

Desirable Experience, Knowledge, and Qualifications

- Tertiary qualifications in a relevant discipline.
- Demonstrated ability in working collaboratively as part of a Team
- Appreciation and understanding of the Not-For-Profit sector and Health services is well-regarded.

Mandatory Competencies and/or Licences

- Completion of an acceptable Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.
- A cleared National Worker Screening Check prior to commencement of employment (if required for the role – not applicable to all roles)

Expected behaviours for all EACH Staff

- Acts in accordance with EACH's Code of Conduct, policies and procedures and is demonstrably committed to EACH's vision, mission, values, and service principles.
- Responds to family violence risk in line with their role and responsibilities and in accordance with the Multi-Agency Risk Assessment and Management (MARAM) Framework and related Frameworks.



- Promotes a 'safety first' culture and acts in accordance with EACH Health, Safety and Wellbeing Policy and management system.
- Ensures EACH Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe).
- Promotes and supports a zero-tolerance culture that recognises all people have the right to live their lives free from abuse, neglect, violence, discrimination and exploitation and acts upon EACH's commitment to recognise, raise and respond to any deviation from a person's human rights.
- Fosters and promotes an inclusive and collaborative work environment where all employees, volunteers and customers feel welcomed, respected, valued and enabled and proud to fully participate, irrespective of their individual differences in background, experience and perspectives. Demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers.
- Demonstrates teamwork and collaboration and positively contributes to group activities.
- Contributes to innovation and continuous improvement and openly shares information and knowledge to enable optimal outcomes for customers.
- Be curious, reflective, and open to continuous learning and new ways of working.
- Successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery.