

**POSITION DESCRIPTION - Financial Counsellor****Part 1 – Expectations for Your Role**

Position	Financial Counsellor
Service / Program	Child, Youth & Family Wellbeing
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 5
Reports to	Program Stream Manager – Financial & Gambling Support Services
Effective Date	August 2025

Key Deliverables

- **Assessment:** Comprehensive assessment of the presenting financial situation.
- **Information & Options:** Provision of information and options.
- **Casework & Advocacy:** Delivery of effective, comprehensive financial counselling casework and advocacy, including liaison and negotiation with relevant legal and financial institutions.
- **Case Planning:** Develop case plans considering intersectional factors (e.g., cultural needs, ATSI, family violence, LGBTIQ+) and co-occurring issues (e.g., mental health).
- **Risk Assessment:** Screen, monitor, and assess family violence risk.
- **Holistic Support:** Provision of holistic, integrated, and coordinated responses to casework through liaison, referral, and developing close links with allied services.
- **Community Engagement:** Participation in local community and state-wide activities and projects in accordance with the funding agreement.
- **Intake Support:** Participation in intake as required.
- **Data Management:** Accurate data entry into Each's client management system.
- **Supervision & Teamwork:** Engagement in regular supervision (line management and professional), team meetings, and staff development.
- **Professional Development:** Participation in ongoing professional development as required by FCQ.
- **Legislative Compliance:** Keep up to date with relevant legislation, policies, and practices.
- **Strategic Contribution:** Contribute to the development of team plans and outcomes.

Skills

- **Financial Counselling Experience:** Proven experience (preferred) in providing financial counselling to clients in a community or not-for-profit organisation.
- **Regulatory Knowledge:** Demonstrated understanding of financial counselling standards and code of professional conduct.
- **Legislative Awareness:** Demonstrated understanding and knowledge of legislation relevant to financial counselling.
- **Sector Knowledge:** Broad contemporary knowledge of relevant services and systems that support vulnerable people, family violence victim/survivors, and promote social and financial inclusion.
- **Advocacy & Negotiation:** Well-developed and effective advocacy and negotiation skills.
- **Interpersonal Skills:** Highly developed interpersonal skills, with the proven ability to build effective relationships and communicate with a diverse range of people.
- **Problem-Solving & Organisation:** Excellent problem-solving and organisational skills.
- **Teamwork & Independence:** Capacity to work autonomously and within a team.



Qualification/Registrations/Licenses (*Mandatory only*)

- **Education:** Diploma of Community Services – Financial Counselling (fully completed).
- **Professional Membership:** Eligible for membership of Financial Counselling Queensland (FCQ).
- **Licensing:** Current state-based driver's license.

Physical Requirements

- **Computer Use:** Able to sit at a computer for 6–8 hours per day.
- **Travel:** Ability to travel between Each locations/other outposts.





POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.



- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.