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## EMPLOYMENT APPLICATION PACKAGE

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1<sup>st</sup> December 2011

Dear Intending Applicant,

### **RE: East Arnhem Financial Counsellor**

The employment application package provides you with information about the role, salary and employment conditions and application process. .

#### **Salary and Conditions**

The position is graded at SACS Level 4 to 5 pending qualifications, experience and final detail of tasks to be undertaken. An attractive salary is offered (\$????? - \$????? per annum) along with five weeks annual leave and a generous salary package option.

In addition, the successful applicant will have access to specialist training and professional development opportunities.

#### **Operational Base**

Nhulunbuy- with regular local travel and the potential for periodic regional and interstate trips for service delivery and/or training purposes.

#### **Position Profile**

Please find enclosed a position description, which includes information on the nature of job tasks, person specification and selection criteria.

#### **Curriculum Vitae/Resume**

A comprehensive CV/resume, which includes relevant personal details, work history (paid and voluntary), qualifications, training and professional development activities undertaken, skills and areas of interest in terms of career development must be included in your application. Supporting evidence is required regarding qualifications and certificates completed/part completed.

#### **Selection Criteria**

Please address each criterion as this is an important part of your application, ensure the information you provide is clear, concise and most importantly relevant. You may also be asked to provide evidence against any claims made. This is an opportunity for you to demonstrate to the selection panel your understanding of the requirements of the position and that you possess the knowledge, experience, skills and qualifications required to carry out the duties. Note only those applicants who best meet the criteria from the pool of applicants will be short listed for interview.

#### **Referees and References**

The names and current contact details for three work related referees must be included. Referees should be people who can provide information, comment on your recent and relevant work experience and validate claims you have made in your written application or may make at an interview. Referees must be prepared to provide a written response to set questions where this option is selected.

#### **Supporting Documents/ Attachments to your Application**

##### **Head Office**

Street Address: 5 Namarluk Drive Ludmilla, Postal Address 36506 Winnellie NT 0821  
PH: 08-89850000 FAX: 08-89850001

*member of the Anglicare Australia network*

Only photocopies of supporting documents should be enclosed with your application to avoid loss or damage to originals. We may request to sight original documents at an interview so please have these documents accessible if you are short listed.

**Contact Number**

A convenient telephone number and/or email address must be provided so that you can be contacted at short notice if you are to be invited to attend an interview or if there are any queries regarding your application.

**Written Applications**

Please just staple together all information so that it can be easily photocopied for selection panel members; note you do not need to enclose/bind your application in a folder.

Applications are to be addressed as follows:

Human Resource Manager  
Anglicare NT  
PO Box 36506 Winnellie NT 0821

Alternatively, applications may be faxed to 08-89850001 or emailed to [gwest@anglicare-nt.org.au](mailto:gwest@anglicare-nt.org.au)

**Further Information**

If you require further information regarding the position contact: Deb Thomson - Team Leader, Money Matters on 08-8985-0000 or email: [dthomson@anglicare-nt.org.au](mailto:dthomson@anglicare-nt.org.au)

Thank you for your interest in the position and we look forward to hearing from you.

Yours Sincerely



Kate McGarry  
Executive Manager  
Counselling, Community Services & Housing

**Head Office**

Street Address: 5 Namarluk Drive Ludmilla, Postal Address 36506 Winnellie NT 0821  
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## Position Description

<b>Position Title:</b>	<b>Last reviewed:</b>
Financial Counsellor	29 <sup>th</sup> November 2011
<b>Position based in:</b>	<b>Position Type &amp; Detail:</b>
East Arnhem (Nhulunbuy)	Full Time
<b>Program Title:</b>	<b>Reporting To:</b>
Money Matters	Team Leader – Money Matters Program
<b>Work Unit/Program Cluster:</b>	<b>Comments:</b>
East Arnhem Regional Office also includes a range of youth services, disability and carer services, early childhood, and relationship services.	Ad hoc after hours work required, based on client need. As well as regular regional travel. A matrix management structure is in place for specialist services such as financial counseling.

### 1. AGENCY STATEMENT

Anglicare NT is a significant provider of culturally relevant community services across urban, rural, regional and remote areas of the Northern Territory. Quality client services and innovative capacity building activities are underpinned by Community Development principles. In line with Anglicare NT's vision we aim to make a sustainable difference in the lives of Territorians. Anglicare NT is a community services agency of the Anglican Diocese of the Northern Territory and a member of the Anglicare Australia network.

### 2. POSITION OBJECTIVE

The Financial Counsellor will work within the Money Matters team to further develop the Financial Counselling program in the East Arnhem region and support Anglicare's service delivery across the Northern Territory through the provision of casework which incorporates support, advocacy, negotiation, debt recovery, budgeting and assisting with bills and bankruptcy for individuals, families and groups of consumers. You will be encouraged and supported to develop and implement strategies to alleviate financial hardship, providing much needed innovative community education and redress of credit related issues.

### **3. PROGRAM OVERVIEW**

Anglicare NT provides financial counselling services across the Northern Territory in the communities of East Arnhem, Katherine, Darwin, Alice Springs and in the West Arnhem region. Financial counselling services are funded by a diverse range of government bodies including the Northern Territory Government Dept of Health and Families and Community Benefit Fund and the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs. The Katherine Financial Counselling position is funded by the Financial Management Program of the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs.

Anglicare NT is committed to providing to providing a free, non-judgmental and confidential service with a focus on people on a low-income and with a focus on indigenous community members. Service delivery is focused on strengthening clients capacity to manage their own financial affairs.

### **4. SCOPE**

#### ***The East Arnhem Financial Counsellor will***

- a) Provide effective and responsive client focused case management and referral services.
- b) Provision of select community education workshops.
- c) Travel as required to communities in the East Arnhem regional area.
- d) Provide appropriate levels of social action and advocacy on consumer debt issues
- e) Participate in professional supervision and training/professional development
- f) Maintain effective liaison with relevant external parties and relevant Anglicare NT staff.

### **5. DUTIES AND RESPONSIBILITIES**

#### **5.1 Specific:**

- a) Provide financial counselling to individuals aimed at improving financial affairs and reducing the likelihood of ongoing financial crisis. Ensuring thorough case work planning through effective assessment and referral, and the provision of advocacy and negotiation on the client's behalf with credit providers as required.
- b) To refer clients as necessary to other community services agencies, financial institutions, government agencies and bodies. Ensuring a thorough knowledge of the local referral pathways.
- c) To undertake effective community development through the distribution and dissemination of information to the community relating to money management, debt management, credit regulations and consumer finance issues, with a focus on indigenous participants. To provide or support select community education workshops on money management and consumer debt issues. To encourage more informed consumers to advocate and negotiate on their own behalf. To provide support and assistance to community-based initiatives in consumer debt advocacy
- d) To support Social Action and Consumer Advocacy by documenting issues arising from client work, identifying wider issues and developing strategies to address issues which may lead to undertaking social action and advocacy on consumer debt issues with the support of Anglicare NT senior management.
- e) Maintain comprehensive client and service utilization related documentation, ensuring data collection and client file records are up to date, in good order and filed correctly.
- f) Ensure services provided are culturally relevant, gender sensitive and based on evidence based interventions.

- g) Maintain strong commitment to professional development; ensuring an up to date training & development plan is maintained.
- h) Represent the Team and Anglicare NT on internal and external bodies as required.
- i) Acting higher/different lateral duties as required.

### **5.2 Line Management, Program Development and Supervision**

The Financial Counsellor East Arnhem benefits from a matrix management structure. Day to day operational issues such as access and utilisation of resources such as vehicles, IT, facilities, timesheets, notification of leave, participation in localised networks will be referred to the Operations Manager – East Arnhem. Development of annual workplan will be a collaborative activity with East Arnhem Financial Counsellor, East Arnhem Operations Manager and Team Leader- Money Matters. Training, peer and professional supervision, program development, funding reports and cost centre management will be the responsibility of Team Leader – Money Matters.

### **5.3 General**

- a) Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- b) Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- c) Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- d) Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- e) Comply with Anglicare NT's OH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- f) Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- g) Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- h) Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- i) Actively participate in supervision, performance reviews, professional development activities and training as required.
- j) Maintain time and attendance, leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.

## **6. AUTHORITIES**

- a) Expenditure, Operational/Administrative, Personnel, Management and Legal – refer to current Delegation of Authority Document.

- b) No. of persons supervised – Currently 0, however please note the position is graded at such a level as to allow for this or acting higher duties in the future.
- c) Periodically assistance may be provided to students on field placements and/or new entrant employees gaining confidence/accreditation in their roles.

## **7. PERSON SPECIFICATION**

Anglicare NT works from a Strengths Based framework in the delivery of its internal and external services. The Strengths Approach revolves around principles, processes and skills for sharing power & creating change. This approach has an emphasis on people's strengths and capacities and the person in this position must be committed to these principles and be willing to work within this framework.

The Financial Counsellor, role requires a pro-active, enthusiastic and resilient person who has outstanding interpersonal skills and who can help people get results in terms of addressing their personal financial issues. The ability to enable clients to explore issues, determine appropriate actions and respond effectively to challenges is essential as is the ability to relate effectively with a broad spectrum of the people in the community. The person must have the ability to engender confidence to enable clients to effectively engage with the service. The ability to prioritise tasks and meet strict deadlines is a required critical skill.

The person is expected to work in a variety of environments. This will include business office environments, premises of other agencies and be prepared to travel by vehicle and small aircraft to remote NT communities and depending on organisational needs; there may be a requirement to visit other Anglicare NT premises or related business premises in order to conduct their role. The person will be required to work variable hours this may include overnight stays in remote communities.

## **8. SELECTION CRITERIA**

### **8.1 Qualifications**

- 1) Diploma, Financial Counselling (or willingness to undertake study to attain)
- 2) Community development qualifications or relevant experience
- 3) Certificate IV in Assessment and Workplace Training (desirable), in order to effectively facilitate group educational sessions.

### **8.2. Experience, Skills and Knowledge**

- 1) Significant community services experience
- 2) Demonstrated interest in and commitment to working in the Northern Territory with indigenous people and their communities
- 3) Demonstrated experience of indigenous culture and working with indigenous consumers
- 4) Knowledge of relevant legislation and models of financial counseling
- 5) Ability to build confidence, enable support and development of skills
- 6) High level of interpersonal and communication skills, to enable effective liaison with a wide variety of stakeholders, including service users, government and community representatives.
- 7) Demonstrated ability to work both autonomously and within a team environment
- 8) An understanding of, and commitment to, social justice and consumer advocacy
- 9) High level of discretion and sound judgement with confidential information
- 10) Excellent written skills are required including report writing and the ability to write summary letters

11) Commitment to OHS&W and sound knowledge of EEO

**8.3 Licenses or Certificates**

- a) Current Drivers Licence
- b) Senior First Aid Certificate
- c) Acceptable outcome of the required Police Criminal History Name Check
- d) Working with Children Check – Ochre Card

**9. ACKNOWLEDGEMENT OF AGREEMENT**

After discussions with the Executive Manager, or delegate, I agree that:

- This Position Description and attachments are an accurate and fair description of the role.
- I understand the expectations and requirements of the position.
- I acknowledge the nature of the program and operating context within which I will be working.

Incumbent signature: .....

Incumbent name: ..... Date: .....

Witness signature: .....

Witness name: ..... Date: .....

Position : .....

<b>DOCUMENT APPROVAL</b>	
Signed:	Date:
Name:	Role:
*Note must be signed and authorized by relevant member of the Senior Management Team	