



EMPLOYMENT APPLICATION PACKAGE

13th November 2009

Dear Intending Applicant,

RE: 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 (\$42,922 - \$48,802 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

Office will be located in Darwin- with regular travel to the West Arnhem region via vehicle as well as by aircraft. There is also 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.

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

Supporting Documents/ Attachments to your Application

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:

Helen Walker
Human Resource Manager
Anglicare NT
PO Box 36506 Winnellie NT 0821

Alternatively, applications may be faxed to 08-89850001 or emailed to hwalker@anglicare-nt.org.au

The closing date for applications is close of business Monday 30th November 2009.

Further Information

If you require further information regarding the position contact: Kate McGarry - Executive Manager Counselling, Community Services & Housing on 08 8985 0000 or email: kmcgarry@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



Position Description

Position Title:	Position type:
Financial Counsellor, West Arnhem.	Full time (38 hrs per week)
Reporting to:	Child Protection Risk Status
Operations Manager, Darwin	<input type="checkbox"/> High <input checked="" type="checkbox"/> Low

POSITION OBJECTIVE

The Financial Counsellor will establish, coordinate and further develop the Financial Counselling program within the West Arnhem region 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.

PROGRAM OVERVIEW

Anglicare NT provides financial counselling services across the Northern Territory in the communities of East Arnhem, Katherine, Darwin, Alice Springs and now in the West Arnhem region. Financial counselling services are funded by a diverse range of government bodies. The West Arnhem financial counselling position is funded through 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.

SCOPE

The West Arnhem Financial Counsellor will

- o Provide effective and responsive client focused case management and referral services.
- o Provision of select community education workshops.
- o Provide appropriate levels of social action and advocacy on consumer debt issues
- o Participate in professional supervision and training/professional development
- o Maintain effective liaison with relevant external parties and relevant Anglicare NT staff.
- o Produce and provide required documentation and data.
- o Comply with all legislative, funding and organizational policy and practice requirements.
- o Maintain professional networks and further develop skills and knowledge set.

DUTIES AND RESPONSIBILITIES

Specific

1. Adhere to all relevant Federal and Territory legislation, contractual requirements, performance standards and funding guidelines.

2. Provide financial counseling 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.
3. 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 in the West Arnhem region.
4. 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
5. To support Social Action and Consumer Advocacy by documenting issues arising from client work, identifying wider issues and developing strategies to addressing issues which may lead to undertaking social action and advocacy on consumer debt issues with the support of Anglicare NT senior management.
6. 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.
7. Ensure services provided are culturally relevant, gender sensitive and based on evidence based interventions.
8. Participate in Team and organizational communications such as email groups, scheduled staff meetings, planning and review days, and organizational events as required.
9. Work collaboratively with the Team to address any client complaints or service improvement requirements resulting from internal or external evaluation processes.
10. Participate in professional individual, peer and group supervision, line management meetings and performance appraisal processes as required.
11. Maintain strong commitment to professional development; ensuring an up to date training & development plan is maintained.
12. Represent the Team and Anglicare NT on internal and external bodies as required.
13. Acting higher/different lateral duties as required.

General

1. Comply with Anglicare NT's relevant OH&S risk assessments and safe work method statements
2. Observe and implement as appropriate all Anglicare NT determinations including Code of Conduct, EEO and OH&S
3. Ensure that all Anglicare NT business is adequately documented in all relevant systems in accordance with appropriate determinations, standards and procedures
4. Ensure that records adequately document business transactions and are made and kept in the Document Management System in compliance with Anglicare NT's standards and procedures for recordkeeping
5. Ensure information, including personal passwords for Anglicare NT's systems, is maintained in a secure manner with any security breaches reported immediately to the Chief Executive Officer
6. Enter and maintain time and attendance, leave and higher duty records in the time and attendance system in accordance with Anglicare NT's procedures and practices, within specified timeframes for each pay period
7. As necessary, enter occurrence reports (for accidents/incidents) and hazard reports into the OHS&W System in a timely manner in accordance with Anglicare NT's procedures and practices
8. Undertake maintenance and management of risk assessments and safe work method statements within the OHS&W System
9. Manage occurrence and hazard reports within the OHS&W system

No. of persons supervised – 0

PERSON SPECIFICATION

The Financial Counsellor, West Arnhem 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 including overnight stays in remote communities in the West Arnhem region.

SELECTION CRITERIA

QUALIFICATIONS

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

EXPERIENCE, SKILLS AND KNOWLEDGE

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

Licenses or Certificates

- Current Drivers Licence
- Senior First Aid Certificate
- Acceptable outcome of the required Police Criminal History Name Check

DOCUMENT APPROVAL

After discussions with the Executive Manager I agree that this Position Description and Person Specification is an accurate and fair description of my position.

Incumbent signature: _____

Incumbent name: _____ Date: _____