Position Description

UnitingCare West believes that communities thrive when all people have a life of hope, purpose and belonging

**Position Objective**

The purpose of this position is to provide financial counselling, information and assistance to people experiencing financial difficulties and advocates on their behalf to improve their overall life circumstances, including via provisions of referrals and assistance to access other needed services. This role works in collaboration with the Financial Counselling Network partners, and also with other Financial Counselling Services (FCS) or Financial Counselling, Capability and Wellbeing Hubs (FCCWH).

**Values and Associated Behaviours**

UCW’s Values and Behaviours which inform the job holder’s decisions and actions.

- **Empathy** - Showing understanding for the feelings and circumstances of others
- **Respect** – Valuing people, property and the environment
- **Integrity** - Embracing and celebrating diversity
- **Inclusiveness** – Working ethically, nurturing trust and upholding our principles in everything we do
- **Commitment**- Working together towards agreed outcomes with steadfastness and resilience.

Additionally, the role will:

- Respectfully work within the Christian ethos of the Uniting Church
- Works in a way that is consistent with Uniting WA’s leadership expectations
- Operate ethically and enhance the integrity of the organisation.

**Key Responsibilities**

These represent the key outputs of the job, the job’s deliverables. They are not specific activities in themselves. These form the basis of the objectives and measurements set for the job holder under the UCW Performance Management System annually.

- Meet all Financial Counselling Australia requirements to be an accredited Financial Counsellor, or be willing to work towards this
- Assess client’s overall financial situation, provide information, develop a budget, identify and co-create action plans that have shared responsibilities identified and monitored
- Negotiate debt waivers where appropriate and undertake negotiations for payment plans where necessary
- Deliver 3 days of community education programs and group work annually
• Implement and deliver against the FCAWA and FCN guidelines and operating framework
• Provide appropriate in scope support including emergency relief assistance, material assistance and micro finance options.
• Support clients to identify additional concerns and provide information and referrals that will assist them to address co-occurring issues.
• Be an active contributor to the FCN operational and supervisory working groups and teams.
• Advocate and negotiate on the client’s behalf with creditors, Government, business and other relevant bodies as necessary.
• Ensure that client files and case management processes are of a high quality and meet FCAWA and FCN standards.
• Deliver case management within agreed approach
• Maintain client files
• Record and enter data in line with contractual and organisational requirements
• Work in partnership with FCN and UCW colleagues to develop workshop curriculum to support clients, including the development of workshop information and evaluation sheets.
• Assist in the development and implementation of a UCW financial wellbeing and capability framework and program.
• Prepare and submit reports as required by UCW and funding bodies.
• Attend UCW team meetings and UCW planning or related activities.
• Actively contribute to FCN administration reviews and renewals
• Ensure that safety considerations are a priority in all work undertaken by employees and volunteers
• Establish and maintain a working environment that is safe and free of harassment
• Ensure that all incidents are effectively reported and investigated as per policy, with system and program improvements identified and actioned
• Actively promote and encourage safety and health as a core part of employee communications.

**Standard Key Responsibilities (for all UCW staff)**

• To operate within delegated authority and comply with legal, regulatory obligations and requirements of our internal policies and procedures.
• Identify and deal (manage and monitor) with risks associated with UCW.
• Compliance with the values and associated behaviours of UCW.
• Compliance with the policies and procedures of UCW including statutory policies.
• Completion of any training and associated assessments identified as a requirement of the position.

**Competencies**

The knowledge and soft skill requirements necessary for this position.

• Demonstrated ability to engage in financial assessment and provide financial counselling
• Demonstrated capacity to advocate and negotiate on behalf of clients
• Demonstrated knowledge of current financial Bankruptcy legislation and Credit code
• Demonstrated well developed written and oral communication skills
• Demonstrated ability to relate to others professionally and respectfully
• Demonstrated ability to work with people from diverse backgrounds
• Ability to identify specific performance outcomes
• Demonstrated knowledge of statutory requirements
• Demonstrated ability to use initiative when procedures are not clearly defined
• Demonstrated ability to take responsibility for functions in the work area
• Demonstrated ability to work unsupervised and within a small team
• Ability to work in ways that are congruent with the values of UCW and the Uniting Church in Australia
Qualifications

Education, experience and technical skills required for this position.

- Relevant tertiary qualifications (e.g. Diploma of Financial Counselling)
- Current C class driver’s licence
- Current National Police Clearance
- Current Senior First Aid Certificate
- Knowledge of community support services and structures
- Demonstrated knowledge of the relevant financial and legal systems
- Demonstrated knowledge of financial reporting
- Knowledge of place based service approaches
- Demonstrated knowledge of MD Word and Excel computer packages
- Experience of working within a community service environment
- Experience in designing and delivering financial management programs and workshops
- Experience in developing and maintaining referral pathways
- Client based casework experience
- Demonstrated experience in financial accountability

Additional Information

This role will be required to engage with the following parties:

- Metro Financial Counselling Network (FCN) partner organisations
- WACOSS SERC and related committees or sub-committees
- Financial Counsellors Association of WA
- Representatives of Government and community sector agencies