

Location/s	Morayfield
Reporting to	Team Leader
Direct Reports	Nil
Level	Band 3
Date Updated	October 2021

About the Role

This position supports the development and compliance of the Seniors Financial Protection Service Program (SFPS) in compliance with organisational policies and procedures. There is a key focus on the protection of older persons, particularly relating to actual and potential financial abuse. This will be achieved through the provision of high-quality information, advice and referral and case management services.

Key Responsibilities

Service Delivery	<ul style="list-style-type: none"> • Develop and deliver community education and information sessions on a range of financial management topics relating to Elder Financial Abuse. • Provide relevant referrals and build relationships and referral pathways with relevant agencies as appropriate. • Provide a responsive service to FPS clients who are seeking to engage with the program. Ensure case management and referral processes are undertaken in a timely manner and in accordance with RAQ protocols, procedures and service delivery standards. • Assist clients to develop skills and strategies to help them understand and address their ongoing financial issues. • Advocate and negotiate on behalf of clients where appropriate. • Display sensitivity in service delivery activities, underpinned by a demonstrated understanding of theoretical knowledge of trauma, abuse and/or crisis interventions whilst demonstrating an ability to identify, assess and respond to elder abuse, particularly elder financial abuse appropriately • Provide accurate and timely information, advice and referral to SFPS clients, including access to information regarding the FPS process. • Undertake a thorough comprehensive assessment of the client's situation and screening for financial abuse and assist clients to develop skills and strategies to help them understand and address their ongoing financial issues.
Program Specific	<ul style="list-style-type: none"> • Provide expert advice and assistance to internal stakeholders around SFPS specific issues. • Provide expert program advice related to community education and engagement processes to other practitioners and senior employees as required. • Actively contribute to reporting activities relating to community education and engagement for SFPS including leading the completion of the Community Education Milestone Report. • Contribute to and/or lead continuous improvement initiatives and projects.

Duty of Care and Legislative Requirements	<ul style="list-style-type: none"> Maintain confidentiality and duty of care, including identification and assessment of domestic and family violence, child safety, threat of harm to self or others, and other risk factors; and take appropriate steps as required by organisational policy and procedure. Understand and meet legislative and funding requirements including collecting and recording statistical data in a timely and accurate manner.
File and Diary Management	<ul style="list-style-type: none"> Maintain client files, case notes and risk management documentation as per organisational policy and procedure. Maintain the client information system to enable effective and informed client bookings.
Supervision and Professional Development	<ul style="list-style-type: none"> Demonstrate ongoing commitment to participation in supervision and professional development as per organisational policy and procedure. Be receptive to feedback and apply reflective practice to improve professional development.
Administration and Planning	<ul style="list-style-type: none"> Where directed assist with the provision of administrative and general office duties. Contribute to operational planning as requested by the reporting manager.
Other Organisational Responsibilities	<ul style="list-style-type: none"> Adhere to all organisational policies, procedures, standards and practices. Act only in ways that advances RAQ objectives, values and reputation. Other duties, consistent with skills and experience, as directed by the reporting manager.

Core Competencies

Business Acumen	Applies knowledge of the business and the industry to advance the organisation's goals.
Inspires Others	Creates a climate where people are motivated to do their best to help the organisation achieve its objectives.
Service Excellence	Builds strong client relationships and delivers client-centric solutions. Seeks ways to improve outcomes for clients as consistent with RAQ's Mission, Vision and Values.
Professionalism	Gains the confidence and trust of others through honesty, integrity, and authenticity.
Inclusion	Interacts with all stakeholders in ways that demonstrate respect of social and cultural differences, and a commitment to challenging attendant social inequities.

About You

To be successful in this position you will have:

	Required	Highly Desired
Qualifications	<ul style="list-style-type: none"> Completion of a Diploma of Financial Counselling and will have experience in one or more of the following areas: Community Welfare/Community Services/Case Management, Social Work, Community Development, Adult & Community Education. 	<ul style="list-style-type: none"> Advanced Motivational Interviewing Training. Relevant or actively working towards Undergraduate Qualification in Behavioural Science.

	<ul style="list-style-type: none"> Financial Counsellors' Association of Queensland (FCAQ) Accredited Membership 	
Experience	<ul style="list-style-type: none"> Experience working with clients in crisis situations Experience of working with trauma, family violence and addiction in a variety of settings, for example individuals, couples, families, and groups. Managing high volume and complex clients Demonstrated experience working within cross-cultural environments. Demonstrated experience working autonomously as well as part of a multidisciplinary team. 	<ul style="list-style-type: none"> Demonstrated experience in engaging proactively with Older Persons. Demonstrated experience in engaging proactively with communities of diverse backgrounds (Aboriginal & Torres Strait Islander, Culturally and Linguistically Diverse, low socio-economic status, people with disabilities and people of diverse bodies, genders and sexualities).
Knowledge	<ul style="list-style-type: none"> Knowledge and application of relevant legislation and regulations relating to debt, debt recovery & consumer credit. Broad knowledge of law relating to matters such as housing, aged care, tenancy, Centrelink, and family law. Knowledge and application of relevant theoretical frameworks and models regarding trauma, abuse, addiction, adult education, and community development Broad knowledge of financial issues that impact on Older Persons and elder abuse. 	
Skills	<ul style="list-style-type: none"> Excellent group facilitation and public speaking skills. Excellent communication skills across all domains, including written and verbal. Excellent active listening, observation and rapport building skills. Excellent time management. Competent in computer use (Microsoft Office, email, web-based programs) and have the ability to learn new programs and applications. 	
Other	<ul style="list-style-type: none"> Ability to travel across the State on a regular basis. 	

It should be noted that Position Descriptions are under constant review and may be changed at any time.