

CatholicCare NT Role Description

Position Title	Lead Practitioner Financial Wellbeing and Capability
Position Number	CC2053
Salary	Base Salary SCHADS Level 6 Plus Superannuation Guarantee Contribution, 17.5% leave loading and salary packaging option
EFT	Full time, 38 hours per week
Location	Darwin
Commencement	ASAP
Completion	30 June 2025
Last Reviewed	March 2024

1. Program Description

CCNT provides integrated Financial Counselling, Capability and Resilience hubs throughout the NT. The team consists of a Lead Practitioner, Financial Counsellors and Financial Wellbeing and Capability Case Managers, who contribute to improved outcomes for vulnerable people, families and communities by:

- Helping people address immediate needs in times of financial crisis
- Improving financial capability by helping people in personal financial difficulty to make informed choices to address their financial barriers
- Assisting individuals, families and communities to navigate life transitions and/or financial stress to support financial wellbeing
- Improving financial inclusion pathways
- Increasing capacity for safe, affordable housing opportunities
- Implementing research and evaluation activities to contribute to programme and service improvement

2. Purpose of the Position

The Lead Practitioner is responsible for the implementation, leadership and integration of the Financial Wellbeing and Capability (FWC) program in order for the program/s to meet their objectives. Program portfolios may be subject to change within the contract period. This position has a particular focus on leading and mentoring program staff, applying professional knowledge and support whilst providing direct services and managing complex client work.

3. Accountability

The Lead Practitioner reports directly to the Program Manager Financial Wellbeing and Capability.

4. Key Responsibilities and Performance Standards

4.1 Provide Financial Counselling to vulnerable individuals by:

- Undertaking an in depth assessment of a client's financial situation.

- Providing clients with information and options to address their specific problem/s and explain the implications of these for his/her financial situation
- Equipping clients to better manage their financial affairs in the future
- Increasing clients' economic and social participation in their communities

4.2 Providing advocacy and negotiation for clients by:

- Advocating for and/or negotiating on behalf of clients with a range of providers including credit providers
- Assisting clients with appeals
- Documenting participants' personal financial objectives
- Collaborating to develop strategies for positive outcomes
- Referring to services

4.3 Lead an integrated team

- provide support and guidance to ensure staff deliver high quality, responsive case work and services, in line with contractual obligations, mandatory reporting legislation, and the needs of the community
- embed contractual funding requirements in service delivery, with reference to the Program Plan, Program Guidelines, Theory of Change and Program Logic
- develop and monitor best practice, evidence-based services to inform strengths-based client work, program delivery and reporting to funding bodies
- ensure the financial systems database, SAP, is used to appropriately authorise expenditure, consistent with program and organisational requirements
- foster a cohesive team culture based on accountability, respect, reflection, and innovation
- oversee service delivery of the program team/s and allocation of service requests

4.4 Ensure data integrity

- enter accurate data and case notes in line with program requirements and setting the team standard
- conduct regular audits of client sessions, session notes, and planning, using the Client Record Monitoring Checklist, and providing feedback to staff in supervision
- communicate and implement updates to CSnet® practices, as directed
- provide timely reports and feedback to the Regional Manager and Contract Manager when requested, consistent with contractual reporting agreements
- lead implementation of quantitative and qualitative evaluation methods

4.5 Support high quality HR processes

- participate in the recruitment, interview, induction and training of local staff
- provide high quality 12 week program induction, appraisal, mentoring, guidance, role modelling and performance management processes
- identify and action staff training, learning and development needs and supporting and review Employee Development Plans
- monitor and authorise staff movements, including leave applications, using HR3

4.6 Prioritise staff supervision

- schedule regular supervision with each team member to reflect on and review case management practices, as per CatholicCare NT policy
- attend supervision training as required to develop leadership skills and insights
- enter accurate data and supervision session notes on CSnet in line with program requirements

4.7 Stakeholder engagement

- develop and maintain collaborative networks and relationships with relevant government and community based agencies, and community representatives, to enhance service delivery, referral pathways and ongoing support for clients
- maintain professional relationships and appropriate boundaries with all clients, stakeholders and CatholicCare NT staff
- represent CatholicCare NT in a professional manner at all times

4.8 Participate in Supervision and Evaluation activities by:

- entering accurate data and case notes in line with program requirements
- providing reports and feedback as requested
- actively participating in evaluation activities
- attending supervision to reflect and review case management practices as per CatholicCare NT policy.

4.9 Safeguarding Children

Our organisation takes child protection seriously, and as an employee/volunteer of CatholicCare NT, you are required to meet the behaviour standards outlined in our Safeguarding Children and Young People Policy (ORG/SP/P030). You will have received a copy of this policy as part of your induction. You can also access a copy of this policy via the Intranet.

All staff are to provide a service in line with our safeguarding children policies and procedures and are required to report any concerns of abuse and neglect toward children and young people to the relevant authorities as per policy and procedure. Any criminal charges or convictions received during the course of employment/ volunteering that may indicate a possible risk to children and young people must be reported to the relevant Line Manager within forty eight (48) hours.

5. Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the Lead Practitioner and demonstrate the following personal attributes:

- Compassion, empathy, sense of justice and tolerance
- Demonstrated organisational fit with ability to work within a culture and values framework
- Team player with ability to work with others in a spirit of trust, respect, reflection and accountability
- Adaptable with resilience to work in difficult situations and willingness to work beyond the role description when required
- Ability to represent CCNT in a culturally appropriate and professional manner at all times

6. Work Conditions

The Lead Practitioner is located in a busy, open area office, however, by nature the role requires remote outreach work and after hours work as approved by the Program Manager. This position requires travel to remote communities; travel in light aircraft and basic accommodation. This will be balanced by equivalent time off through the week, so that the total hours per fortnight does not exceed the normal 76 hours. All staff are expected to comply with relevant WH&S requirements.

7. Selection Criteria

- 1) Relevant qualification such as Diploma in Community Services (Financial Counselling) with membership to relevant financial counselling association (e.g.SAFCA, FCA)
- 2) Minimum five years' experience in relevant practice and team leadership.
- 3) Strong interpersonal and communication skills encompassing report writing, case note writing, supervision, and the ability to communicate effectively with managers, staff and stakeholders across a range of diverse cultural groups and settings.
- 4) Experience in recording and interpreting quantitative and qualitative data in line with program requirements and leading a team to do the same.
- 5) Demonstrated cultural competency, particularly in working with Indigenous people.
- 6) Experience in providing supervision to multi-disciplinary staff.
- 7) Demonstrated cultural competency, particularly in working with Indigenous people

8. Special Conditions

- 1) Must be an Australian Citizen or have unlimited work rights within Australia.
- 2) This position is subject to a satisfactory criminal history check that must demonstrate that you have not had inappropriate dealings with children or been charged or convicted of a domestic violence offence.
- 3) Valid NT Drivers Licence and Ochre Card.
- 4) This position requires you to apply for a Working with Children Clearance/Ochre Card prior to your employment commencement date and send us receipt of payment. This will be at your own cost.
- 5) If you have resided in an overseas country for 12 months or more in the past 10 years, this position requires you to complete an International Criminal History check (ICHC) prior to your employment commencement date. The outcome of the initial screening check must be satisfactory.
- 6) This position is classified as a mandatory worker position for the purpose of COVID-19 vaccines and directions issued by the NT Chief Health Officer.
- 7) Six-month probation period.
- 8) Non-smoking working environment.
- 9) The contact details of at least two referees are required.
- 10) Evidence of qualification attainment will be required.
- 11) After hours work will be required at times according to the need of the program. These hours may vary through the week to balance out to 76 normal hours per fortnight as per clause above in work conditions
- 12) Aboriginal people are strongly encouraged to apply.