

CatholicCare NT Role Description

Position Title		Corrections Financial Counsellor
Position Number		CC2452
Salary		Base Salary SCHADS Level 5 Superannuation Guarantee Contribution, 17.5% leave loading and salary packaging option
EFT		Full time 38 hours per week Monday to Friday 8.30am – 5pm
Location		Berrimah
Commencement		ASAP
Completion		ongoing
Last Reviewed		January 2024

1. Program Description

CCNT provides an integrated Financial Counselling, Capability and Resilience hubs throughout the NT. Our model is led by a team of FWC workers that comprise of Financial Counsellors, and FWC Case Managers, who contribute to improved outcomes for vulnerable people, families and communities by:

- Helping people involved in the criminal justice system to 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 problems and by fostering the improved use and management of money.
- Assisting individuals, families and communities to navigate life transitions and/or financial stress or crisis which may negatively impact on their wellbeing.
- Improving financial resilience and pathways to mainstream financial services by providing access to savings and safe affordable credit.
- Identifying effective methods of recognising families at risk of homelessness and providing early assistance to prevent family homelessness occurring, and
- Implementing research and evaluation activities to contribute to programme and service improvement.

2. Purpose of the Position

The Corrections Financial Counsellor is responsible for providing direct case work or one on one intensive support through an in-depth assessment of a person's financial situation to understand the extent of their financial difficulties and to identify options to address these. The Corrections Financial Counsellor encourages the individual to participate in the planning and decision-making process, enabling the individual to build their own personal financial capacity.

The Financial Counsellor may also refer clients to other sources of support and assistance as necessary in order for the participant to access the services they need in a Corrections setting. This position

works alongside of the FWC Case Managers across sites and provides them professional knowledge and support as required.

There is a specialised focus on supporting participants to develop financial and digital literacy for debt management and build sustainable financial capacity to support their successful reintegration into society when exiting a corrections setting.

3. Organisational Relationships

Works under general direction and reports to the designated Lead Practitioner.

Coordinates other staff such as Case Workers FWC in the specialised field of Corrections Financial Wellbeing.

4. SCHADS Level 5 Characteristics

- Work under general direction from senior employees.
- Undertake a range of functions requiring the application of a high level of knowledge and skills to achieve results in line with the organisation's goals.
- Adhere to established work practices. However, may be required to exercise initiative and judgment where practices and direction are not clearly defined.
- Involvement in establishing organisation programs and procedures.
- Will include a range of work functions and may involve supervision. Work may span more than one discipline.
- Required to provide expert advice to employees classified at a lower level and volunteers.
- Application of knowledge gained through qualifications and/or previous experience.
- Required to set priorities and monitor workflows in their area of responsibility, which may include establishing work programs in small organisations.
- Required to set priorities, plan and organise their own work and that of lower classified staff and/or volunteers and establish the most appropriate operational methods for the organisation.
- Positions responsible for projects and/or functions, will be required to establish outcomes to achieve organisation goals.
- Specialists may be required to provide multi-disciplinary advice.

5. Key Responsibilities and Performance Standards

5.1 Support individuals and families to navigate financial crises and build financial wellbeing, capability and resilience.

- Helping people address immediate needs in times of financial crisis with a strong sense of compassion and understanding for individuals involved in the criminal justice system.
- Assist people to make informed choices to address their financial problems.
- Assist individuals, families and communities to navigate life transitions and/or financial stress or crisis which may negatively impact on their wellbeing.
- Improve financial resilience and pathways to mainstream financial services, including education of financial products from within or upon exiting a Corrections setting.
- Identify effective methods of recognising families at risk of homelessness and providing early assistance to prevent family homelessness occurring.

- Participate in collaboration activities with other Corrections Financial Counsellors including networking, attending Code of Practice meetings and specialised workshops and training.

5.2 Advocacy/Negotiation

- Advocate and/or negotiate on behalf of clients, including with credit providers.
- Assist clients with appeals to creditors, ombudsman services, government bodies & other organisations as needed.
- Identify and act upon systemic barriers identified to disadvantage individuals and families in the criminal justice system.

5.3 Participate in providing group education sessions along with networking, collaboration activities.

- Refer clients, where appropriate, to other relevant services/resources
- Develop/disseminate relevant information and/or resources to the community relating to financial counselling/money management.
- Develop and/or maintain links with other relevant organisations in the region.
Be a member of including participating in professional development activities conducted by relevant financial counselling associations, South Australian Financial Counselling Association (SAFCA)/or other relevant bodies.

5.4 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.

5.5 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.

6. Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the position and must 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.

7. Work Conditions

The Financial Counsellor is located in an open area office, however, by nature the role requires remote outreach work and after hours work as approved by the Lead Practitioner. This position requires travel to remote communities, travel in light aircraft and overnight stays in basic accommodation. This position may require after hours work as approved by the Lead Practitioner, which will be balanced by equivalent time off through the week, so that the total hours per fortnight does not exceed the normal 76 hours.

8. Selection Criteria

- 1) Prerequisites (Community Services - Financial Counselling)
 - I. relevant degree with relevant experience.
 - II. associate diploma with substantial experience.
 - III. qualifications in more than one discipline.
 - IV. less formal qualifications with specialised skills sufficient to perform at this level; or
 - V. Attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.
- 2) Be a member of or be eligible for membership of a relevant financial counselling association.
- 3) Strong interpersonal and communication skills including a high level of written, verbal and computer skills including Word Documents, email and electronic data bases & case note writing.
- 4) Demonstrated cultural competency, particularly in working with Indigenous people.
- 5) Sound financial literacy including awareness of financial industry, consumer financial rights and responsibilities and the ability to keep informed of industry knowledge.
- 6) Demonstrated ability to foster relationships with internal and external stakeholders.
- 7) Experience working in a correctional or similar settings is desirable.

9. 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 (IHC) prior to your employment commencement date. The outcome of the initial screening check must be satisfactory.
6. Six-month probation period.
7. Non-smoking working environment.

8. The contact details of at least two referees are required.
9. Evidence of qualification attainment will be required.
10. Aboriginal people are strongly encouraged to apply.