



Position description

Financial Counsellor

About Community Gateway

Since 1976, Community Gateway has been supporting disadvantaged and vulnerable people, providing welfare and capacity building programs in Lismore, throughout Northern NSW and across the state. We are person-centred, values-driven, are committed to social justice and to the financial and social inclusion of every human being.

Community Gateway is a registered charity, is QIP accredited, assessed against the *Quality Improvement Council Health and Community Services Standards 7th Edition*, and is a child-safe organisation.

As an equal employment opportunity employer, we are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.

Our practice framework

Our purpose and practice framework demonstrates our commitment to our clients and the communities we serve. The framework ensures that our practice is evidence-based and is responsive to the needs of our communities, enabling positive social impact.

- Our vision is “*many tracks, one road, sustaining community.*”
- Our strategic priorities include *connection to community, progressive and planned growth and influence and leadership*
- Our values are *Integrity, Respect, Inclusion and Compassion.*

Our services

We deliver a broad range of services funded through state and commonwealth government, fee for service and philanthropic donations. Our services include:

- Financial Counselling
- Financial capability including no interest loans and budget counselling.
- State-wide financial inclusion coordination, including facilitation of the NSW Financial Inclusion Network.
- Aboriginal homelessness case management.
- Child and adolescent trauma counselling.
- Adult trauma counselling.
- Adult counselling for survivors of sexual assault.
- Parents Under Pressure program, enabling the growth of healthy relationships between parent and child.
- Family case management, supporting parents and children to create change that support life skills, attachment, and behavioural growth.
- Lismore community hub and outreach provide intake, assessment, assisted referral and a range of services to build community capacity.
- Emergency relief, supporting people in crisis.
- Volunteer management.
- Seniors’ support, linking volunteers with older people experiencing social isolation.
- Accredited before school care, after school care and vacation care for school-aged children across Northern NSW.
- Supported playgroup.
- Choice Program – sexual and reproductive health services

More details about our organisation and services can be found on our website nrcg.org.au

V9 07.11.2024

Northern Rivers Community Gateway Street address – Bundjalung Country, 76 Carrington St, Lismore, NSW 2480
Postal address – Bundjalung Country, PO Box 525, Lismore, NSW 2480

Telephone 02 6621 7397 | Email hr@nrcg.org.au | Web nrcg.org.au



Position overview

Details

Position title

Financial Counsellor

Branch

Social and Financial Inclusion

Reports to

Senior Manager – Service Delivery

Award

Social, Community, Home Care and Disability Services Industry Award

Level

Level 4

Term

Permanent part time

Probationary period

6 months

Location

Your position is primarily based at 76 Carrington Street but you may be required to travel across the NSW Far North Coast region and to work at other sites during the course of your employment.

Summary

The purpose of the Financial Counsellor position is to ensure:

- Consumers receive assistance in relation to credit and debt issues.
- Consumers gain the ability, skills, and knowledge to successfully manage their financial affairs.
- The impact of credit over-commitment of consumers in NSW is alleviated.
- Public education on matters relating to the management of personal finances is advanced.

Selection criteria

Essential

1. Completed Qualifications in Diploma of Financial Counselling and relevant work experience.
2. Knowledge of the impact of environmental factors affecting financial independence on individuals, families, and communities.
3. Knowledge of relevant state and federal credit, debt legislation.
4. Demonstrated understanding of, and commitment to, work in a culturally sensitive and appropriate way with Aboriginal and Torres Strait communities
5. Demonstrated experience of working with individuals experiencing disadvantage or immediate financial crisis.
6. Demonstrated service delivery skills including assessment, counselling, referral, advocacy and community education.
7. Demonstrated community development skills.
8. Strong computer skills

Additional requirements

1. Hold or be eligible to hold accreditation with the Financial Counselling Association of NSW (FCAN).
2. A current NSW Drivers licence.
3. A National Criminal History Records check.

Position purpose and values

- Actively support Community Gateway's vision, strategic priorities and values.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
- Operate in line with Community Gateway's policies and procedures.
- Promote and work within Community Gateway's practice framework.
- Operate within legal and regulatory framework.
- Positively promote a performance-based and collaborative culture.



Key accountabilities

Position accountabilities

- Telephone and face-to-face information about financial and debt-related issues
- Explaining options and informing clients about the potential consequences of each option
- Face-to-face practical support including establishing debt repayment plans and budget planning.
- Advocating and negotiating with creditors on clients' behalf on issues related to the client's inability to pay bills and debts.
- Providing information on credit laws, the debt recovery process, bankruptcy, and other areas
- Increasing clients' knowledge of financial issues and how to avoid getting into financial difficulties in the future.
- Providing information on entitlements and forms of government assistance
- Making referrals to other welfare or legal services
- Conducting community education seminars and other activities on credit and debt issues
- Accurately complete and maintain all comprehensive records, reports, and outcomes in accordance with the Community Gateway's procedures.
- Provide monthly reports using qualitative and quantitative data.
- Perform other duties as directed by management.

- Contribute to the development of Community Gateway, through participation in organisation-wide planning and review process, performance planning reviews and other activities, as required.
- Pursue new skills and knowledge for personal and organisational development.
- Positively and constructively represent our organisation to external contacts at all opportunities.

Version 2
CEO approval 2024
Position number 3053

Professional accountabilities

- Actively participate in regular organisational supervision sessions.
- Meet agreed work plan and/or funding body targets.
- Actively participate in all team, branch and organisation-wide all staff meetings.
- Identify and develop risk mitigation strategies relevant to the role