



Position Description Indigenous Consumer Assistance Network

Position No: PD 14
Last Updated: June 2015

POSITION: Financial Counsellor - Accredited Officer
LOCATION: Townsville Region
MAIN GROUP: Financial Counselling and Capability
ORGANISATION VIEW: The Indigenous Consumer Assistance Network Ltd (ICAN) is a not-for-profit company based in Cairns, North Queensland. ICAN provides consumer education, advocacy and financial counselling assistance services for all Indigenous Australians. Our vision is "Empowering Indigenous Consumers".

ORGANISATIONAL RELATIONSHIP: Reports to:
Services Manager
Clinical Supervision:
Financial Counselling Supervisor (Townsville)

AWARD CLASSIFICATION/LEVEL: Social, Community, Home Care and Disability Services Industry Award 2010

CONDITIONS OF EMPLOYMENT: Level 6 Pay Point 2

Commitment to ICAN's policies, procedures, and other legislative requirements in relation to best practice, Equal Employment Opportunities (EEO), anti-discrimination and Code of Conduct.

HOURS OF DUTY: 36.25 Hours Week

OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES: The employee shall comply, so far as is practicable, with the Workplace Health and Safety Act, Regulations, Codes of Practice and ICAN's Workplace Health and Safety Policies and Procedures and shall comply with instructions given by his or her Manager and / or Supervisor in respect of the health and safety of themselves and the health and safety of other persons.

PRIMARY OBJECTIVES OF THE POSITION:

- The Financial Counselling Officer provides financial counselling and consumer advocacy services to Aboriginal and Torres Strait Island people across serviced communities.

KEY DUTIES AND RESPONSIBILITIES: Duties and responsibilities include but are not limited to:

1. Working collaboratively with clients regarding their debt recovery, budget development and tax issues. Handling complex cases including

bankruptcy and consumer investigation

2. Engaging, advocating, and referring effectively with target groups and key stakeholders, including creditors and traders
3. Supporting various ICAN program initiatives across serviced centres, including IHOME, Tax Help and NILS.
4. Assisting with the development of the Townsville Region for the delivery of financial counselling, financial well being services.
5. Deliver in -house courses across service areas under the Yarnin Money Program
6. Participate in further training as required for FC accreditation and membership
7. Preparation of reports and other correspondence including complaints management, and statistics and case study data
8. Troubleshooting and resolve technical issues across ICAN service offices
9. Representing ICAN at relevant meetings and forums when required
10. Providing confidential, accurate and efficient data input and records management
11. Providing generic administration support to staff and management as required
12. Working under limited supervision, using initiative to resolve issues
13. Working Knowledge of Microsoft Office computer programmes and applications

SELECTION CRITERIA:

Essential:

Qualifications

1. Completed the Diploma of Community Services (Financial Counselling).
2. Met qualifications under the QLD Financial Counselling Association to become an accredited financial counsellor.
3. Ability and willingness to complete a Cert1V in training and assessing

Knowledge, Skills & Expertise

1. Demonstrated understanding of the relevant issues and protocols associated with Aboriginal and Torres Strait Islander culture and the ability to communicate effectively with Aboriginal and Torres Strait Islander community members, councils and associated groups.
2. Demonstrated ability to communicate and negotiate effectively both orally and in writing at all levels within public and private sector environments.
3. Proven ability to analyse problems, collate data and prepare reports
4. Demonstrated ability to work autonomously and as a member of a small team to meet strict deadlines and commitments
5. Demonstrated ability to provide Financial Counselling services to both Indigenous and non-Indigenous people

PERFORMANCE INDICATORS:

It is expected the incumbent will:

- Meet objectives and activities set in their Individual work plan.
- Ensure Financial Counselling requirements are submitted on time to Financial Counselling Supervisor.
- Ensure training requirements are met in a timely manner
- Engage in practices that will continue to strengthen

and support Financial Counselling Team.

- Contribute regular communication meetings/Practices with leadership team and other key staff.
- Develop and maintain networks within all levels of government and stakeholder groups.
- Ensure that record keeping, data base entry comply with organizational policies, funding requirements and other applicable legislation.

We have reviewed and agree that this is an accurate Position Description as of {09/06/2015}.		
Employees Name: _____ PRINT	Signature: _____	Date: _____
Supervisors Name: _____ PRINT	Signature: _____	Date: _____
CEO Name: _____ PRINT	Signature: _____	Date: _____