



Indigenous Consumers Assistance Network Ltd

Date of last amendment : 24/09/2019

Accredited Financial Counsellor (Townsville)

Organisation View:

The Indigenous Consumer Assistance Network Ltd (ICAN) is a not-for-profit company that provides consumer education, advocacy and financial counselling assistance services to all Australians and specialises in empowering Indigenous consumers.

Reports to:

Operations Manager

Primary Objectives:

The Accredited Financial Counsellor provides financial counselling and consumer advocacy services across serviced communities, delegates and monitors client workload within the financial counselling team, and provides casework instruction to financial counselling support officers.

Performance indicators

| S.no | Performance indicator | Measurement of performance indicator | Assessment period |
|------|------------------------|---|-------------------|
| 1 | Development | Engage in practices that will continue to strengthen and support the Financial Counselling team. | 12 months |
| 2 | Reporting Requirements | Ensure Financial Counselling requirements are submitted on time to the Operations Manager. | 12 months |
| 3 | Work Plan | Meet objectives and activities set out in the ICAN operational plan and individual work plans. | 12 months |
| 4 | Communication | Contribute to regular communication meetings/practices with the leadership team and other key staff. | 12 months |
| 5 | Case Work Review | Contribute to and assist with case work review. | 12 months |
| 6 | External Liaison | Develop and maintain networks, including; referral networks, State and Federal regulators, other financial counselling organisations and key stakeholders. Participate in external stakeholder engagements when required. | 12 months |
| 7 | Teamwork | Participate fully as an active and supportive team member of ICAN. | 12 months |

Other roles and responsibilities

- Works under general guidelines and established work procedures, however, required to exercise judgment and/or contribute critical knowledge and skills where guidelines and procedures are not clearly defined.
- Works under general direction.
- Apply knowledge and skills gained through qualifications and/or previous experience.
- Contribute to the development of work methods and setting of outcomes.
- Have a sound knowledge of program, activity and the operational policy of the services performed by ICAN.
- The ability to set priorities, manage time, plan and organise your own and others workload, and supervise other staff.
- Liaise with other professionals, technical experts and stakeholders.
- Undertake a wide range of activities associated with service delivery.
- Develop, control, and administer a records management system associated with the delivery of services.
- Liaise with clients to achieve appropriate outcomes and provide specialist technical advice.

Key Duties:

- Work collaboratively with clients on debt and recovery issues.
- Work collaboratively with clients on budget development, superannuation, insurances, tax issues, and handling complex cases, including bankruptcy and consumer investigation.
- Provide confidential, accurate and efficient ICAN CSD and DSS Exchange data input and records management, including preparing program reports.
- Engage, advocate and refer effectively with target groups and key stakeholders, including creditors and traders.
- Represent ICAN at relevant meetings and forums when required.
- Liaise with key internal staff across service communities.
- Engage with key external financial counselling staff across service communities.
- Participate in group supervision with FNQ financial counsellors.
- Deliver in-house courses across service areas under the Yarnin' Money Program, or other initiatives as they arise from time to time.
- Deliver ICAN program initiatives across service centres, including NILS, Will preparation and consumer advocacy.

Professional supervision

- Participate actively when receiving professional supervision and training.

Representation

- Represent ICAN at various forums including, but not limited to, financial counselling sector engagement meetings, annual conferences and professional development forums

Responsibilities and Characteristics

- Knowledge of statutory requirements relevant to services provided.
- Identified competency in the use of standard computer programs and administrative requirements.

Previous experience

1. Demonstrated ability to communicate and negotiate effectively, both orally and in writing, at all levels within public and private sector environments.
2. Proven ability to analyse problems, collate data and present outcomes and options for clients.
3. Demonstrated ability in lodging and managing complaints with relevant ombudsman services on behalf of clients.
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.
6. Proficiency with Microsoft Office suite of programs.

Education

- Diploma of Financial Counselling or equivalent relevant qualification.
- Current member of relevant State/Territory peak body relating to financial counselling and/or provision of financial services (eg, Financial Counsellor's Association of Queensland).

Desirable:

- Minimum 2 years' experience practicing as a financial counsellor or other relevant equivalent experience.
- Certificate IV in Workplace Training and Assessment TAE40110 / TAE 4011 or equivalent relevant qualification.