

Financial Counsellor / FC Support Officer

Indigenous Consumer Network

Cairns, Cairns & Far North QLD

Community Development (Community Services & Development)

Full time

Posted 20d ago

[More jobs from this company](#)

[Quick apply](#)

Save

Financial Counsellor/ Financial Counsellor Support Officer – Prison Outreach Service

Indigenous Consumer Assistance Network (ICAN)

Are you a passionate financial counsellor or community services expert who desires a career change? Join our team of dedicated professionals and be a part of making a lasting impact on individuals' lives. Together, we can drive positive change, promote financial wellbeing, and advocate for systemic improvements to laws and industry practices.

- Based in Cairns, tropical north Queensland
- Full-time role with an early finish every Friday
- 5 weeks annual leave
- Ongoing paid professional development opportunities
- A truly supportive team with vast experience and knowledge
- If required - Fully funded Diploma of Financial Counselling course costs together with 1 day per week paid course time and 5 hours paid study time if required

About Us and the Role

We are a not-for-profit organisation dedicated to providing comprehensive financial counselling and consumer advocacy services across communities in north and far north Queensland. Our vision is "Empowering Indigenous Consumers".

As an ICAN Financial Counsellor you will play a crucial role in assisting individuals within the criminal justice system in overcoming financial challenges and achieving financial stability both within and outside the prison walls. Our services encompass both telephone and face-to-face financial counselling, intake, and referral services, as well as short and long-term case management. In this role, you will be in a small team dedicated to providing essential financial counselling services to people in prison as well as engaging

in systemic advocacy to overcome barriers to banking and other essential services people in prison experience. This team sits within a larger, supportive team with a breadth of experience. We pride ourselves on our ability to negotiate with creditors, advocate for people through Internal and External Dispute Resolution schemes, and support individuals throughout their financial journey.

Our ICAN Financial Counsellor and Financial Counselling Support Officers, operate within the ICAN Thrive framework. This approach places the wellbeing and empowerment of the individuals we assist at the forefront. Our goal is to provide the necessary support and tools that enable our clients to achieve their financial goals. Through our service delivery, we not only address immediate concerns but also identify systemic issues. We actively engage in systemic advocacy to improve laws and industry practices.

Working under general supervision, key duties and responsibilities include, but are not limited to:

- If applicable - Enrolling in and undertaking all activities and assessments that are part of the Diploma of Financial Counselling and Financial Literacy Education Skill set
- If applicable - Attending weekly classes and successfully completing the Diploma of Financial Counselling and Financial Literacy Education Skill set
- Undertaking a range of financial counselling or financial counselling support activities, ensuring established guidelines and procedures are followed, to assist ICAN's clients with their credit, debt and general financial issues.
- Providing fortnightly face to face outreach services to prisoners in Lotus Glen Correctional Centre
- Working collaboratively with clients to identify their money goals and a plan to achieve those goals through the ICAN Thrive framework.
- Working collaboratively with the Financial Counselling (ICAN Connect) and Financial Capability (ICAN Thrive) teams, including providing administrative support where required.
- Undertake systemic advocacy primarily through engagement with financial counselling sector, industry and government
- Engagement in the Financial Counselling Prison Community of Practice
- Developing and/or maintaining knowledge of statutory requirements relevant to the delivery of financial counselling services.
- Assisting in the collection and reporting of data and maintaining accurate file management systems
- Effectively engaging key target groups and stakeholders.

- Working collaboratively with your Manager to implement all aspects of the role

Our Ideal Candidate

If you have a passion for empowering others to overcome financial obstacles and thrive, we want to hear from you!

Essential Criteria:

- Enrolment in a Diploma of Financial Counselling and Financial Literacy Education Skill set qualification
- Strong experience working in the community sector supporting people experiencing vulnerable circumstances

Key Selection Criteria:

1. Willingness and ability to develop an understanding of the principles and application of financial counselling, capability, resilience, and wellbeing.
2. A genuine desire to make a difference to the financial wellbeing of individuals and communities.
3. Demonstrated experience working in the community sector with people experiencing vulnerable circumstances using social justice frameworks.
4. Ability to communicate sensitively and effectively with stakeholders, community councils, and key services on the ground in communities.
5. Ability to problem-solve and exercise judgement when needed.
6. Demonstrated experience with record management.
7. Ability to communicate effectively, both orally and in writing.
8. Ability to work independently and collaboratively within a team.
9. Good computer literacy including the use of zoom and/or other online delivery platforms and Microsoft Office.

Please note, this role requires that you are fully vaccinated against COVID-19.

Please consider this requirement prior to applying for this role.

How to Apply

To apply for this position please upload:

- Covering Letter (maximum 2 pages) – introducing yourself outlining why you would like to be considered for this opportunity and briefly responding to the first four key selection criteria listed above.
- Resume (maximum 4 pages) and including 2 current referees contactable by phone and email.

Please note:

- Shortlisting for interviews is based on how well your knowledge, skills and abilities meet the selection criteria.
- You must address the first four (1-4) selection criteria detailed above (applicants that do not respond to the selection criteria will automatically be ineligible for interview). The most effective way to set out your statement is to list each selection criteria and explain clearly under each one how you meet it.
- Please provide specific details when addressing each criterion including your abilities, qualifications, experience, and previous performance and standard of work you achieved – include examples, dates and other helpful details.

ICAN is an equal employment opportunity employer and applies merit-based selection techniques to ensure that the best person for the position is selected.

We are looking to fill this role as soon as possible and will be reviewing applications as they arrive. So don't delay, apply today!

Employer questions

Your application will include the following questions:

- Which of the following statements best describes your right to work in Australia?
- Which of the following statements best describes your Covid-19 vaccination status?
- Do you have a current Australian driver's licence?