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Role description

Role title	Senior Financial Counsellor
Team	YFS Financial Counsellors
Location	376 Kingston Rd, Slacks Creek QLD 4127
Classification level	6
Reports to	Client Service Manager – Financial Wellbeing Programs
Direct Reports	4 Financial Counsellors

Our Vision - Building independence and participation.

Our Purpose - YFS backs vulnerable people to overcome adversity and to thrive.

Our Values -



Excellence - we deliver high quality services and have high expectations



Integrity - we act honestly and openly



Optimism - we think and act with confidence about people and the future



Steadfastness - we persist to overcome barriers and adversity with our clients



Courage - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples.

The [YFS Cultural Framework](#) sets out our continuing commitment and the actions

we will take as a community member, a service provider, and an employer to back First Nations peoples to achieve their aspirations and thrive

Primary purpose

The Senior Financial Counsellor has a key role in promoting YFS' external profile in developing external partnerships that engage Logan residents to access the YFS financial counselling services. In addition, the Senior Financial Counsellor manages the triaging of financial counselling appointments, contractual reporting as well as providing services for people experiencing personal financial difficulties caused by circumstances that could include unemployment, sickness, credit over-commitment, family breakdown and floods.

Key accountabilities

Leadership

- Lead the internal integration with financial capability work occurring through Connect, NILS Domestic Violence project and AGL Energy and links to other YFS services such as Legal
- Lead the implementation of the financial counselling service delivery model that is currently being developed
- Lead a new innovative service model providing financial counselling providing outreach options available to clients.

Service delivery

- Provide information and advice to clients and staff on aspects of financial management relevant to their circumstances.
- Advocate and negotiate with third parties on behalf of clients to help resolve their financial problems.
- Develop and ensure delivery of group education activities to people with common financial problems.
- Develop the content of educational and promotional materials for the service.

Organisation purpose and values

- Apply knowledge of community services and the individual, cultural and community context to service delivery

Administration and reporting

- Lead and develop accurate data, timely data, analysis, and reports, including compliance reports, to meet service contract and legal obligations
- Oversee the referrals, intake, assessment, and triage of financial counselling work at YFS to ensure that clients receive effective and efficient responses
- Support the Implementation and monitoring of team operational manuals compliant with YFS service delivery standards (including ISO); client satisfaction and client complaint processes; and consistent with a continuous improvement approach
- Review and implement the recommendations of the financial counselling review
- Ensure client and staff planning, reporting, documentation and record keeping requirements are efficiently dealt with using available technology and in line with YFS organisational requirements

People management

- Deliver direct services in accord with team operational manuals and internal program arrangements and provide back up to staff when dealing with complex clients.
- Contribute to the management of staff through applying contemporary human resource practices including induction, supervision, performance management, professional development, and learning, and building a learning and development culture in the team.
- Work in partnership with the Client Service Manager, YFS Human Resources personnel; executive management and in accord with YFS human resource policies and procedures.

External relationships

- Promote NILS loans to clients impacted by family and domestic violence.
- Promote YFS Financial Counselling services for Logan residents impacted by the floods.

- Work with other community service organisations, government agencies, financial services organisations, and internal stakeholders to achieve the objectives of the service.
- Build and strengthen partnerships with other organisations to maintain effective and accountable services for clients.

Risk management and workplace health and safety

- Identify current and emerging risks, undertake risk assessments utilising the YFS's risk assessment and risk management frameworks, develop contingency plans and implement swift correct action within scope of work or escalate risks to minimise or avoid negative consequences
- Assist in the management of Workplace Health and Safety practices in accord with legislation, YFS policy, procedures, and standards.

Cultural respect

- Ensure service planning and delivery recognises the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

Relevant skills, knowledge, and experience

Experience and qualifications

Qualifications

- A relevant tertiary qualification, at a minimum standard of the Diploma of Community Services (Financial Counselling)
- Accredited membership of the Financial Counselling Association of Qld and preferred minimum of three years as a financial counsellor.
- Evidence of having leadership and management attributes and a willingness to develop these areas.

Knowledge and experience specific to the role

- Demonstrated ability to provide information and advice to clients on financial management issues and strategies including budgeting, managing credit, and reducing expenditure and debt.
- Demonstrated ability to identify systemic issues and problem gambling trends and contribute to change via organisations such as Ombudsman and dispute resolution agencies.
- High level knowledge and understanding of legislation and processes relating to debt, credit, recovery, income security and supplement schemes and complaints and appeals procedures.
- High level community engagement skills and the ability to work with other community organisations, local residents and stakeholders
- Effective written communication skills to write correspondence and prepare short reports.
- Teamwork skills with the ability to contribute to a productive and harmonious team environment.
- Well-developed interpersonal communication skills to engage with a diverse range of people
- Refer to the level 6 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Required attributes

- Proven ability to be flexible and adaptive to changing priorities

- Demonstrated ability to be agile
- High level community engagement skills

Other role requirements:

- Current Queensland C Class driver's license
- Current First Aid Certificate, or ability to obtain
- Current Positive Notice Blue Card

Additional information

Note: An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All people employed by YFS are required to observe its policies and procedures.

Employment in the position will be subject to an annual Performance Plan and Review, with initial appointment subject to a probationary period of five months.