

## POSITION DESCRIPTION



<b>Position</b>	Training and Professional Development Officer
<b>Unit</b>	Services
<b>Reporting</b>	Executive Officer
<b>Hours of work</b>	38 Hours per week
<b>Status</b>	12-month contract (with possible extension depending on funding)
<b>Salary</b>	Based on SCHADS Award plus superannuation and 4 weeks annual leave.
<b>Award Conditions</b>	Social, Community, Home Care and Disability Services Industry Award (SCHADS)
<b>Funding</b>	All Government Funded projects/grants
<b>Position Statement</b>	<p>The Training and Professional Development Officer will be responsible for a variety of tasks designed to train FCAQ members and enhance their professional knowledge. These tasks may include planning, coordinating and implementing training programs with other departments.</p> <p>The position provides support to FCAQ staff, day-to-day membership management and stakeholder engagement duties. Reporting directly to the Executive Officer, the role involves engagement with FCAQ members, corporate and community service stakeholders. This is a diverse, hands-on role which requires professionalism, interpersonal skilfulness, energy and attention to detail.</p>
<b>Accountabilities &amp; Responsibilities</b>	
<b>Membership and Professional development responsibilities</b>	<ul style="list-style-type: none"> <li>• Coordination of the Queensland (QLD) financial counselling and resilience sector quality and accreditation standards.</li> <li>• Management of FCAQ member administration duties and membership services (both day-to-day activity, membership renewal activity and membership registry).</li> <li>• Participate in the workforce development plan to address emerging areas of financial counselling work. This includes working with individuals impacted by family violence, economic abuse and disaster relief. To be responsible for the training of new staff in the financial literacy and resilience programs.</li> <li>• Monitoring and upgrading FCAQ financial counselling and capability services on the ASIC Money Smart website and the FCAQ website.</li> </ul>
<b>Training Responsibilities</b>	<ul style="list-style-type: none"> <li>• Delivering professional development training to the financial counselling and resilience sector. Create opportunities to access professional supervision for members, including sector training needs analysis and training pathways planning.</li> <li>• Assisting with the distribution, communication and correspondence of the professional development training for FCAQ members.</li> <li>• Oversee the administration associated with the scheduling and preparation of FCAQ training and development programs.</li> <li>• Evaluate current training programs.</li> </ul>

	<ul style="list-style-type: none"> <li>• Discuss training needs and goals with Executive Officer on a monthly basis to establish training needs based on projected changes, production processes and other factors.</li> <li>• Develop training and educational materials for current staff and new hires, including visual aids, multimedia tools, training booklets etc.</li> </ul>
<p><b>Advocacy and Communication Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Work in collaboration with the Executive Officer to manage publicity and media activities. This includes handling event enquires and promotional work.</li> <li>• Contribute to key advertising, communication, sponsorship and media activities</li> <li>• Liaise with Government and industry to identify and monitor financial hardship issues and policies affecting Queenslanders i.e., policy development, emerging trends, impacts of changes to legislation or market pricing/ practice.</li> <li>• Provide updates to social media activities including on Twitter and Facebook</li> <li>• Populate and report to relevant databases, including media contacts.</li> <li>• Co-maintain the production of a range of publications including FCAQ newsletters and FCAQ's annual report.</li> </ul>
<p><b>Events Management</b></p>	<ul style="list-style-type: none"> <li>• Coordination of FCAQ's conference. This includes sector and industry networking, and facilitating conference activities.</li> <li>• Liaise with key event partners and key stakeholders to build positive working relationships.</li> <li>• Identify and manage suppliers of marketing materials, catering, and other events management logistics.</li> <li>• Co-manage events personnel including FCAQ staff, volunteers and contractors during an event where required.</li> <li>• Identify and evaluate suitable events/expos to enable exposure.</li> <li>• Co-Develop annual events plans and calendar.</li> </ul>

## Qualifications and Skills

### Required:

- Obtain a Diploma in Financial Counselling.
- Minimum of 4 years' experience as a full-time practising financial counsellor.
- Minimum of two years' experience delivering training programs
- Excellent communication skills
- Ability to resolve conflicts and de-escalate stressful situations.
- Proficient in Word, PowerPoint and Excel
- Superior problem-solving skills
- Superior time management skills
- Demonstrated **ability to work** independently.