



Position Description

Position title	Team Leader, Financial Counselling
Position number	0305200
EFT/Hours	1.0 EFT/38 hours p/w.
Team /program area/ location	Financial Counselling, Peninsula
Reports to	Manager – GSYFS Peninsula
Tenure	On-going
Award/certified agreement	Sisters of the Good Shepherd Agreement 2007 Community Development Worker Class III, level dependant on qualifications and experience. Immediate access to attractive salary packaging.

Good Shepherd Youth and Family Service

Good Shepherd Youth and Family Service is a member of the network of national and international organisations sponsored by the Good Shepherd Sisters.

Good Shepherd Youth and Family Service provide a range of services to women, young people, families and children across five regional locations. Programs and services fall within the four key focus areas of women and girls, youth and families, financial inclusion and community strengthening. Programs include youth support services, financial counselling, housing, microfinance, family violence, wide- ranging family and children's services, social policy and research.

We look through the prism of our mission and spirit to determine and value our work. We are committed to social justice, community capacity building, openness to change and innovation, and the dignity and potential of every human being.

Location/Program Area

Good Shepherd Youth and Family Service - Peninsula provides family and community programs in the Westport area, Mornington, Rosebud, Dandenong, Frankston and Wallaroo Community Centre in West Park Hastings. The programs include Family Solutions, community participation and community house programs, children's services, programs and housing for women victims of domestic violence, financial counselling and a no interest loans programs.

The Peninsula Financial Counselling team offers outreach services across the Mornington Peninsula and Dandenong. As a program area, financial counselling also networks with financial counsellors from other Good Shepherd Youth and Family Service locations.

Program quality requirement

1. GSYFS Strategic plan 2010 – 2015
2. GSYFS Policy manual
3. GSYFS Peninsula procedure manual
4. FCRC Financial Counsellors' Practice manual

Position summary

The Team Leader has responsibility for the supervision, support and professional development of five financial counselling caseworkers. *This includes mentoring and coaching staff through complex cases and the exercising of considerable professional judgement.*

The Team Leader is responsible for managing the South East Water relationship and the Department of Justice and other funding contracts. A key requirement of the role is maintaining and developing the quality of the program.

The financial counselling team operates on an outreach model and provides support at various locations across the Mornington Peninsula and across South East Water's catchment.

Key accountabilities

Agency ethos and values

1. Work within the Christian ethos of the Agency which has a strong commitment to social justice and community strengthening.
2. Advocate for and with people who access Agency programs, especially around issues of poverty and financial hardship.

Program accountabilities

3. Oversight and coordinate financial counselling services to clients to meet the service delivery and reporting requirements of the South East Water and Department of Justice funding agreements.
4. In conjunction with the Manager GSYFS Peninsula work with South East Water to build the partnership and the sustainability of the program, including policy advice to and the training of South East Water staff, budget negotiations and program planning.
5. Provide supervision, support and training to the financial counselling team and ensure a high standard of case management practice.
6. Monitor and review financial counselling program procedures to facilitate the smooth running of the program and minimise risk to clients, workers and the Agency.

Professional accountabilities

7. Maintain effective working relationships with staff and regularly participate in team and organisational activities.
8. Consistent with the Mission and Spirit of Good Shepherd and the strategic directions of GSYFS, carry out all other duties as directed

Key selection criteria

1. *Demonstrated understanding* of social justice principles.
2. *A formal qualification* in financial counselling and at least three years experience as a financial counsellor.
3. *Demonstrated experience* in leading/supervising a small team.
4. *Knowledge and understanding* of financial counselling principles and practice and the issues and difficulties facing individuals and families experiencing financial hardship.
5. *Sound knowledge* of supports and services available to individuals and families experiencing financial hardship.
6. *Highly developed* written (reports, correspondence, case notes, records entry) and oral (liaison, consultation, negotiation and telephone) communication skills and interpersonal and advocacy skills.
7. *Demonstrated capacity* to liaise with and consult other professionals and to work collaboratively with corporate and community partners and government departments.
9. *Ability to work* as part of an effective and productive team and to work independently as required.

Key performance indicators
<ol style="list-style-type: none"> 1. Client load targets for the South East Water project and Department of Justice are achieved. 2. Project reports are produced on time and in the agreed format 3. Fortnightly supervision provided to financial counselling team.

Program relationships	
Internal	External
GSYFS Agencywide	Financial & Consumer Rights Council (FCRC)
GSYFS Manager – Peninsula	Department of Justice – Office of Gaming and Racing, South East Water Limited, Mornington Peninsula Shire Council and Peninsula Community Mental Health Service
GSYFS staff, volunteers and people using the programs and services	Community agencies

Additional information

This position is based at the Hastings site however all employees may be required to work at or across other sites from time to time.

Occupational Health and Safety (OH&S) All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.

Pre-existing injury People appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the Agency in providing a safe work environment for new staff.

Equal opportunity GSYFS is an equal opportunity employer. All staff have a responsibility to be familiar with the GSYFS *Harassment, discrimination and workplace bullying prevention and management policy*.

Cultural competency GSYFS is striving to become a culturally competent organisation. All staff are expected to undergo regular cultural competence training as part of their professional development plans.

Salary packaging is available to all ongoing and fixed term staff.

Employment is subject to:

- a current Working with Children Check (card)
- a current Police Record Check.
- a current driver's licence
- the capacity to work flexible hours.

Relationship to career development and review

This position description operates in conjunction with and forms part of the annual review and career development process. An initial review will take place at the end of the induction and probationary period, that is three months following commencement of employment and then annually.

Employee name

Employee signature

Date / /

Location/Unit

Manager's name

Location/Unit

Manager's signature

Date / /



Duty statement

Position title	Team Leader, Financial Counselling
Unit/location/program area	Financial Counselling Program Peninsula
Main duties	
Staff support and supervision	
<ul style="list-style-type: none"> • one-on-one structured supervision for all financial counsellors (monthly) • group practice review (monthly) • mentoring and coaching, particularly through complex cases • professional development 	
Program planning and development	
<ul style="list-style-type: none"> • case load allocation and monitoring • annual program planning • program manual monitoring and review 	
Project management	
<ul style="list-style-type: none"> • coordination, monitoring and reporting of service delivery for South East Water financial counselling project • provision of SEW staff training and policy advice • collect and report service data for South East Water, Department of Justice, other partners and funding bodies 	
Networking and liaison	
<ul style="list-style-type: none"> • financial counselling networks and forums • consumer credit agencies and forums • advocacy on behalf of individual clients • advocacy for systemic reform and change 	
Agency life	
<ul style="list-style-type: none"> • financial counselling team meetings (monthly) • Peninsula staff meetings (monthly) • Agency gatherings e.g. Agency day, Good Shepherd Day 	

Professional responsibilities

- fortnightly supervision with line manager
- professional development

Information for applicants

For **more information** about the position please contact: Iain Ritchie on (03) 5971 9444.

Please address the **key selection criteria** if you wish your application to be considered.

Background reading for your application and interview includes the [GSYFS Mission statement](#) and the relevant [program information](#) identified on our [home page](#).

The **closing date** for applications is 10 September 2010.

We prefer applications by email.

Please forward your application to:

recruitment@goodshepvic.org.au

Or alternatively to:

HR Manager
PO Box 2367
Fitzroy 3065

Interviews will be held on: 17 September 2010

Information on the application process

Applications

We need specific information to help us consider your application with care and respect. Please send us:

- a **covering letter** which explains your interest in the job and working with us
- key selection criteria** Key selection criteria are listed in the position description. Under each criteria please identify your relevant skills, knowledge and experience. *Use practical examples* of how you have used these and how they could be used in this job.
- a **resume** which includes:
 - personal contact details including your daytime contact number
 - qualifications, other education and training
 - work history showing dates, employers, job titles, responsibilities
 - community involvements and interests, if any
 - contact details of three referees including at least one recent and direct supervisor and one other professional referee.

Send your application preferably by email to recruitment@gooshepvic.org.au by the closing date, ensuring all your documents clearly identify your name and the position for which you are applying.

Interviews

If you are selected for interview, you will be notified by telephone. When you come for interview you must bring:

- proof of identity (three items which between them give your name, current address and photo identification)
- evidence of your qualifications
- a current working with children check and a national or international police check, or be prepared to obtain them
- proof of residency, if not an Australian citizen.

At the interview you will be asked to confirm your referees and give permission to contact them.

Appointments

Appointments are made after interview and after consideration of candidate's qualifications, experience and standard of work against the key selection criteria.

Successful candidates are notified in a phone call. This is later followed up with a letter of offer.

All appointments are subject to a satisfactory working with children check and police records check.

Good Shepherd Youth and Family Service conditions and benefits

Good Shepherd Youth and Family Service is a family friendly workplace offering generous conditions and flexible working arrangements. The Agency's current collective agreement was negotiated with all staff and the Australian Services Union. The agreement offers many benefits.

These benefits include:

up to 30% salary packaging – a tax effective benefit

paid parental leave

long service leave due after ten years, with access after seven

additional paid leave days including at Christmas-New year and at Easter

48/52 purchased leave scheme

cultural and volunteer leave.

The Agency also offers internal career pathways, study leave, professional development and training and a commitment to staff safety.

Salary packaging

Salary packaging allows you to increase the tax free component of your salary. If you take advantage of salary packaging, your take home pay is increased.

Salary packaging is available to all ongoing and fixed term staff. In addition to salary sacrifice to superannuation, Good Shepherd offers additional salary packaging for up to 30% of your salary, capped at a maximum of \$16,000.

For example only

	Case one	Case two	Case three
Annual salary	\$45,000	\$45,000	\$50,500
Salary sacrifice superannuation p.a.	nil	nil	nil
Additional salary packaging	nil	\$13,500	nil
Taxable income	\$45,000	\$31,500	\$50,500
Tax paid <small>*2008-2009 rates</small>	\$7,500	\$ 3,825	\$ 9,150
Take home pay	\$37,500	\$ 41,175	\$41,350

This is indicative only, as individual circumstances may make salary packaging less attractive, e.g. for some with HECS repayments or in receipt of government payments. You should seek financial advice before entering salary packaging.