

Position Description

Position Title:	Financial Counsellor		
Reports To:	Opportunity Product Manager	Work Area / Unit:	O-Hub/Cape Operations
Full Time or Part Time:	Full Time	Primary Location:	Cairns (travel to remote communities on regular basis (min 2 weeks / month)
Direct Reports:	1	Job Classification:	Level 5
Award:	Social, Community, Home Care and Disability Services Industry Award 2010		

About the organisation

Cape York Solutions (CYS) is a non-profit Indigenous organisation empowering the people of Cape York to choose a life they have reason to value. Our partnership consists of 10 entities working on areas of policy, empowerment, education, employment, health, language and culture. We Co-design all our initiatives with the people of Cape York so they can lead the changes they need for their communities to prosper.

Cape York Solutions has been working throughout the region, in partnership with the people of Cape York, for 20 years.

Every entity of Cape York Solutions works towards one agenda – the Pama Futures Agenda. It's a single cohesive reform framework incorporating land rights, empowerment and economic development for the people of Cape York, by the people of Cape York.

Pama Futures Agenda

Our vision is for the people of Cape York to have the capabilities to choose a life that they have reason to value. To achieve this, the people of Cape York designed and agreed to an empowerment roadmap in 2018 called the Pama Futures Agenda. It is a single cohesive reform agenda focussed on social, economical and cultural development of the first nations of Cape York Peninsula.

‘Pama’ means the Indigenous people of Cape York and ‘Futures’ refers to their collective vision for the next generations of Pama. It represents the best chance we have to close the gap on Indigenous disparity in our region and it guides all the work we do here at CYP.

About the role

The role of the Financial Counsellor/Capability Consultant is to provide information, options, support and advocacy for individuals, families and groups of consumers and to explore and can explore, develop and implement strategies for redressing credit and relevant issues through community development, law reform and social action.

The core part of this role will be to undertake financial analyses, generation of options and advice about debt issues and supporting the client in negotiation with creditors or advocating on their behalf when needed. You will work with individuals, families and groups of consumers who are experiencing disadvantage and/or dispute in regard to their financial situations. You are to provide paralegal information and advocacy on an extensive range of issues related to the inability to pay household bills, loans, credit cards, mortgages, rent, fines, taxation and child support for example.

The role will involve a focus on mentoring Hub staff around Financial Counselling processes as well as working together in the best interests of the client. The Financial Counsellor/Capability Consultant will achieve this by developing staff understanding and knowledge of financial counselling processes.

Key accountabilities

Enhance Service Delivery

- Apply provisions relevant to credit consumers in state and federal legislation such as National Consumer Credit Code, Privacy Act 1998, Chattels and Securities Act 1987;
- Generate positive interest in the program within the community, stakeholders and Government agencies and effectively promote Opportunity Hub products and other appropriate services;
- Review progress of participation in each community and assist O-Hub team to develop effective strategies to address poor / lagging participation levels.

Quality and Continuous Improvement

- Enhance O-Hub staff understanding of how to effectively deliver Money Management Training Tools;
- Recommend and implement strategies to meet and continuously improve O-Hub staff performance against Funder Contract KPIs;
- Ensure regular observations, data monitoring, and feedback is provided to the Opportunity Product Manager;
- Delivery according to quarterly strategic plans – focused on improvement KPIs and key outcome measures relevant to O-Hub delivery;
- Demonstrated understanding of all relevant external legislation and internal policies and procedures that relate to this position and the organisation.

People Management

- Provide mentoring and support to intern and all O-Hub staff;
- Foster the development of a team culture and productive work environment;
- Implement and monitor key result areas, performance objectives and performance measures across project;
- Identify project-specific training needs and ensure training needs are met;
- Assist with delivery of training and coaching – both formal and on-the-job.

Administration and Reporting

- Network with relevant community-based partners and stakeholders to promote CYP Opportunity Products
- Complete monthly and quarterly reporting including quality issues and operational risks;
- Appropriately document and record client interaction;
- Provide feedback and inputs into all funding requirements and deliverables.

Team Member

- Models a positive culture by living the organisational values through actions and behaviours;
- Participate in weekly 1:1 meeting with line manager to ensure that individual actions and contributions enhance the success and reputation of CYS;
- Maintain and/or extend knowledge and skill base required for effective performance;
- Maintain productive working relationships and provide collegial support;
- Complete additional duties / projects to the required standards and within negotiated timeframes.

General

- Ensure safe work practices and a safe work environment is always maintained in accordance with the CYS Health, Safety and Environmental Management Plan.
- Commitment to strive towards continued organisation improvement for the pursuit of excellence.

- Being helpful, respectful, approachable and team oriented, building strong working relationships and a positive work environment.
- Adhere to the CYP Code of Conduct.
- Compliance with the CYP Child and Youth Risk Management Strategy to ensure the safety and wellbeing of children and young persons who use our services.

Qualifications and experience

Essential criteria

- Diploma of Community Services (Financial Counselling).
- Member of Financial Counsellors Association of QLD (FCQ) or ability to obtain.
- Have experience and/or competency in delivering community education programs.
- Specialist skills required include intermediate computer literacy including familiarity with database and/or file management software & MS Office.
- Extensive experience or formal qualification with mentoring and training staff.
- Current valid manual drivers license
- Possess a Blue Card (or if successful provide evidence of obtaining/applying prior to commencement).
- Evidence of a successfully completed Police Check

Desirable

- Completed Certificate IV in Training and Assessment.
- Understanding of the political and legal framework in which the organisation operates.
- Willingness to travel away from base location across Cape York regions and Cairns (4WD).

Key Attributes

- Consistent with CYP's values and behaviours.
- Initiative and self-motivation.
- Results focused.
- Analytical and problem solving ability.
- Communication (verbal and written) skills.
- Capacity to build and sustain respectful professional relationships.
- Personal leadership.
- Behave in a way that contributes to a workplace that endorses diversity and is intolerant of discrimination, harassment and bullying behaviour.

It is the responsibility of the user to be aware of, and have an understanding of this document. Should the user wish to clarify any aspect of the document they are advised to contact their line manager or the Head of People.

Employee Name:		Manager Name:	
Position Title:	Financial Counsellor	Position Title:	Opportunity Product Manager
Employee Signature:		Manager Signature:	
Date signed:		Date signed:	