

Position Description			
<b>Name</b>	Financial Counsellor - Gambler's Help	<b>Date</b>	<b>31/12/2021</b>
<b>Position Title</b>	Financial Counsellor		
<b>Department</b>	<b>Gambler's Help, Counselling and Support</b>		
<b>EBA / Award</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017		
<b>Classification</b>	Social and Community Services Employee Level 4, PP1-4. Dependant on qualifications and experience. 38 hours per fortnight, 0.5 EFT Contract ongoing - subject to funding. Initial 6-month probationary review and then annual performance appraisal.		
<b>Primary Site</b>	Wodonga With the occasional travel to other sites required		
<b>Reporting to</b>	Coordinator Gambler's Help		
<b>Direct Reports</b>	Nil		
<b>Budgetary Responsibilities</b>	Nil		
<b>Liaises with Internally</b>	<ul style="list-style-type: none"> <li>• GH staff, including Business Services, Quality, Risk/Compliance and People Working Well roles</li> <li>• Gambler's Help team</li> <li>• Gateway Health staff members across all programs</li> </ul>		
<b>Liaises with Externally</b>	<p>This position may be expected to liaise with, though not limited to the following;</p> <ul style="list-style-type: none"> <li>• Department of Health and Department of Fairness, Families and Housing Local Government staff and representatives.</li> <li>• Victorian Responsible Gambling Foundation.</li> <li>• Appropriate agencies &amp; key service providers throughout the Gambler's Help funded Hume region.</li> <li>• Other Gambler's Help service providers</li> <li>• Financial counselling and Gambler's Help networks and communities of practice</li> <li>• Creditors</li> <li>• Banks, utilities, debt collection and other stakeholders for vulnerable consumers</li> <li>• Hume Riverina Legal services</li> <li>• Financial Counselling Victoria, Financial Counselling Australia</li> <li>• Consumer Affairs Victoria</li> </ul>		
<b>Program Information</b>	<p>The Program is funded by the Victorian Responsible Gambling Foundation. Financial loss, instability or crisis is one of the harms experienced by individuals and their families in relation to gambling. Gambler's Help financial counselling exists to stabilise and improve these financial situations. Financial crisis is often a reason for clients to engage with service delivery, making financial counselling an important entry point into Gambler's Help. Close working relationships and robust referral procedures between Financial Counsellors, Therapeutic Counsellors and other treatment professionals are critical for delivery of an integrated, holistic, person-centred service.</p>		

<b>Purpose of the role</b>	<p>The objectives of financial counselling are to:</p> <ul style="list-style-type: none"> <li>• assist individuals to manage financial gambling harms and to prevent future financial harms.</li> <li>• To identify and link individuals to appropriate services to support recovery from gambling harm.</li> <li>• To support individuals to maintain positive behaviour change post treatment.</li> </ul>
<b>About Gateway Health</b>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p><b>Vision:</b> People Living Well</p> <p><b>Our Purpose:</b> To provide care and services that connect the community and strengthen individual and population health and wellbeing</p> <p><b>Our Values:</b> Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p><b>Our Principles:</b></p> <p>We <b>advocate for</b> fair and equitable access to health care and wellbeing services for all.</p> <p>We <b>respect</b> the strength of individuals and the community, and their capacity to recover from adversity.</p> <p>We <b>recognize</b> the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</p> <p>We <b>actively listen</b> and work alongside the community and each other to design and deliver better solutions.</p> <p>We <b>believe</b> a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</p> <p>We <b>contribute</b> to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p><b>Review of Position Descriptions:</b></p>

	This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.
<b>Code of Conduct</b>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> <li>• Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures</li> <li>• Maintain a high professional standard and work with integrity</li> <li>• Develop collaborative working relationships</li> <li>• Communicate with respect and tolerance</li> <li>• Maintain a client focus</li> <li>• Adopt a Continuous Improvement approach</li> <li>• Work within legislative and compliance framework.</li> </ul>
<b>Key Responsibilities and Accountabilities</b>	
<b>Role Specific</b>	
<ul style="list-style-type: none"> <li>• Financial Counselling and support for individuals, groups and families including provision of information options, practical assistance and advocacy to address financial issues and alleviate stress</li> <li>• Using a client-centered, strength-based approach collaboratively develop financial plans to address current financial concerns. This process should ensure that the client is supported to develop/utilize problem solving skills and increase financial knowledge and understanding. Client choice and informed decision making will underpin the implementation of the plan.</li> <li>• Follow-up with clients at agreed intervals to encourage and maintain service agreement, reinforce positive changes and achievements, and support re-engagement with services if required.</li> <li>• Provision of the Recovery Assistance Program (RAP) in accordance with guidelines.</li> <li>• Administration of the Client Outcomes Survey 1 (COS1) in accordance with guidelines</li> <li>• Service Promotion as required.</li> <li>• Maintain and continuously improve skill set required for the role: including counselling, advocacy and technical knowledge in the area of financial counselling</li> <li>• Skilled negotiating with creditors and agencies on behalf of clients.</li> <li>• Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies.</li> <li>• Funding and Service Agreement Targets are met and ensure clients are exited from the program in a timely manner.</li> <li>• Provide evidence-based practice in line with professional and funding requirements.</li> <li>• Complete all program specific administrative tasks within the required time frames.</li> <li>• Databases are kept up to date at all times.</li> <li>• Timely and accurate commencement and maintenance of client records, financial and statistical data and any other information per organisational policy.</li> <li>• Participation in regular performance reviews and appraisals</li> <li>• Competently use all relevant organisational databases – including but not limited to VHIMS, RelainSys, clinical software, financial software.</li> <li>• Active participation in Continuous Professional Development through the FCVic CPD program to align to the National Standards for Membership and Accreditation of financial counsellors in Australia.</li> <li>• Active participation in professional supervision to meet the membership requirements of Financial Counselling Victoria.</li> <li>• Completion of Mandatory training.</li> <li>• Service Promotion as required.</li> <li>• Any other duties as directed by the Coordinator/Program Manager that are considered a reasonable requirement of the role.</li> </ul>	
<b>Financial Management</b>	
<ul style="list-style-type: none"> <li>• Follow all Gateway Health financial procedures.</li> <li>• Invoices raised and processed within funding / program deadlines.</li> <li>• Complete timely financial assessments in accordance with the Recovery Assistance Program guidelines.</li> </ul>	

People
<ul style="list-style-type: none"> <li>• Develop and maintain professional relationships with internal and external stakeholders.</li> <li>• Contribute to productive and positive team meetings.</li> <li>• Positively contribute to the culture and spirit of the Gambler's Help team, work environment and to GH.</li> <li>• Your behaviour is congruent with organisational values, behaviours and goals</li> <li>• Contribute to the development of procedures and systems within this program</li> <li>• Positively embrace and adopt change as it occurs.</li> <li>• Willingness to engage in a flexible work model that may require significant out of hours work and travel</li> </ul>
Technical Skills / Industry Knowledge
<ul style="list-style-type: none"> <li>• Comply with minimal funding requirements.</li> <li>• Complete annual renewal of accreditation to practice financial counselling (as required).</li> <li>• Financial Counsellors must be eligible for membership of the Financial Counselling Victoria- full and associate members are required each year to complete a minimum of 20 CPD points and a minimum of one session from each CPD category of technical, skills and ethics</li> <li>• Adhere to the Australian Financial Counselling Code of Ethical Practice</li> </ul>
Organisational Responsibilities
<ul style="list-style-type: none"> <li>• As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set.</li> <li>• Maintain privacy and confidentiality at all times.</li> <li>• Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.</li> <li>• Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.</li> <li>• Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.</li> <li>• Contribute to organisational quality activities to ensure continual review and improvement.</li> <li>• Contribute to a safe and welcoming workplace at all times.</li> <li>• Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings</li> <li>• Protect the rights, safety and wellbeing of children and provide a child safe environment.</li> <li>• To continually develop both personally and professionally to meet the changing needs of your position, career and the organisation.</li> </ul>
Inherent Requirements
<p>Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.</p> <p>The position may require the following tasks among other things:</p> <ul style="list-style-type: none"> <li>• Manual handling (pushing, pulling, lifting, holding, carrying)</li> <li>• Sitting, standing, bending, reaching</li> <li>• Computer work, data entry</li> <li>• Operating equipment</li> <li>• Use of personal protective equipment</li> <li>• General waste handling</li> <li>• Driving motor vehicles</li> <li>• Dealing with anxious or upset staff, consumers or members of the public</li> <li>• Work at and travel to other locations will be required</li> </ul>

## Key Selection Criteria

**Applicants MUST address the Selection Criteria below when completing an employment application**

### **Essential**

1. Ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Diploma of Financial Counselling and Financial Counselling Victoria membership, or eligibility, with a minimum of 24 months financial counselling experience.
3. Demonstrated ability to deliver financial counselling using a client centred approach.
4. Demonstrated ability in the utilization of ICT programs including Microsoft Office (Outlook, Word/typing skills) and client management systems.
5. Ability to ensure client privacy and confidentiality requirements, maintain client records and documentation and complete high-quality case notes within time frames.
6. Well-developed communication skills with the capability to prepare reports and correspondence in clear information in a manner appropriate to the purpose and audience.
7. Experience in negotiation with creditors and agencies on behalf of clients.
8. Demonstrated ability to develop and maintain strategic and collaborative partnerships.
9. Experience in negotiation with creditors and agencies on behalf of clients.
10. Demonstrated understanding and adherence to the Australian Financial Counselling Code of Ethical Practice.

### **Mandatory Requirements**

8. Current Australian Drivers Licence or accepted International Drivers licence
9. Confirmation of your right to work in Australia, Satisfactory National/International Police, **National Disability Inclusion Scheme Worker Check (AOD, FCC, RHT, CI, Reception team/roles only)** and Victorian Working with Children Checks must be provided prior to commencement.
10. Evidence of COVID Vaccination or Contraindication must be provided prior to commencement.
11. Must be eligible for membership of the Financial Counselling Victoria (FCVic)

### **Desirable**

12. Demonstrated adherence to the National Standards for Membership and Accreditation, Australian State and Territory Financial Counselling Associations
13. Demonstrated understanding of gambling harms

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- I will comply with my contract, all policies and procedures and follow directions given.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

**Accepted by**

(print name):

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**Employee**

**Signature:**

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**Date:**

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