



## TEAM LEADER FINANCIAL COUNSELLING

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### POSITION DESCRIPTION

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<b>Service:</b>	Family Relationship Services
<b>Program:</b>	Financial Counselling
<b>Position Title:</b>	Team Leader
<b>Location:</b>	Primary site: 681 Young Street, Albury
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Classification:</b>	Social and Community Services Employee
<b>Level:</b>	Level 6
<b>Travel:</b>	Regional travel will be required using a fleet vehicle.

***UMFC is a Child Safe organisation and is committed to child safety. We want children to be safe, happy, and empowered. We support and respect all children as well as our staff and volunteers. We are committed to the safety, participation, and empowerment of all children.***

***The Sanctuary Model promotes cultural, physical, emotional, psychological and social safety and recovery from adversity through the active creation of a trauma-informed community. Through the implantation of this model, UMFC aims to enhance the quality of care we provide and cultivate a workplace where everyone feels valued supported and able to thrive.***

### 1. POSITION CONTEXT AND SUMMARY OF POSITION

Consistent with UMFC's vision for our communities that every child and young person is cared for, UMFC is an independent, community managed organisation dedicated to the provision of a range of supportive services designed to strengthen individuals and families.

The Financial Counselling program sits within the UMFC Family Relationship Services and delivers a range of financial counselling programs funded by the Commonwealth Department of Social (DSS) Services and by Consumer Affairs Victoria (CAV), covering North East Victoria and Southern Riverina. These services are delivered by appropriately qualified and experienced professionals, at UMFC offices and at outreach locations.

The Team Leader Financial Counselling has a key role in the effective and efficient day to day operations of the Financial Counselling programs in order for the program to meet funding agreement requirements and also manages administrative and supervisory functions. As a member of the FRS leadership group, the role also contributes to service planning and development.

## 2. COMMUNICATION WITH OTHERS

Position supervised by:	Service Manager FRS
Supervises directly:	Financial Counsellors, Financial Capability Worker, Interns
Communicates internally primarily with:	Manager FRS, Financial Counselling staff, other FRS staff, other UMFC staff
Communicates externally primarily with:	Other FC team leaders/managers Government and Community Organisations and Services.

## KEY RESPONSIBILITY AREAS (KRAS)

Consistent with the UMFC values of Unwavering integrity, Considered empathy, Determined advocacy, Passionately optimistic and Bravely collaborative, and the Sanctuary commitments, this position provides high quality, efficient services through the following Key Responsibility Areas:

<p><b>KRA 3.1</b> As a member of the FRS Leadership team actively contribute to and support</p> <ul style="list-style-type: none"><li>• The planning and delivery of highly qualified, efficient, outcome-focused client services that are compliant with all the relevant contractual, regulatory and legislative requirements</li><li>• The maintenance of positive staff morale, appropriate professional development and a positive quality of work/life balance for staff</li><li>• The provision of regular supervision to a professional multi-disciplinary team consistent with UMFC policies, procedures and culture</li><li>• Monitoring the teams' compliance with data reporting and providing program-related performance reports as required.</li></ul>
<p><b>KRA 3.2</b> As a member of the FRS leadership team, be accountable for the development and evaluation of Financial Counselling's current and future service needs, program policies, procedures, case practice manuals and staff training and development needs, regularly reporting these matters to the FRS Manager.</p>
<p><b>KRA 3.3</b> Work collaboratively with the Risk and Quality team by actively identifying, assessing, and mitigating risks within the role by meeting all compliance-related tasks and expectations, including but not limited to monitoring activity, adherence to organisational policies and procedures and completion of compliance training and promoting a culture of risk awareness and compliance.</p>
<p><b>KRA 3.4</b> Through the appropriate recruitment, supervision and professional development of staff, lead and promote a culture of child safety using the Sanctuary commitment of Cultural Humility to engage and grow cultural connections for all children including Aboriginal and Torres Strait Islander children, children with disability, children who may be gender diverse or children who may be culturally and linguistically diverse (CALD).</p>
<p><b>KRA 3.5</b> Be a role model and promote and maintain a service culture that reflects the organisational values of unwavering integrity, considered empathy, determined advocacy, passionately optimistic and bravely</p>

collaborative. Contribute to the creation and maintenance of a culture that reflects the Sanctuary Model Domains.
<p><b>KRA 3.6</b> Actively participate as a team member in relevant meetings, and professional development processes such as supervision, training and quality improvement processes in line with program and UMFC guidelines and requirements.</p>
<p><b>KRA 3.7</b> Actively undertake all OHS requirements appropriate to the position and consistent with legal obligation and UMFC culture, policy and procedure.</p>
<p><b>KRA 3.8</b> Other duties as directed.</p>

#### 4. PHYSICAL REQUIREMENTS OF THE POSITION

(Key of estimated daily requirements: Not required=0%, Marginal=1-5%, Occasional=6-20%; Regular=21-50%, Frequent=51-70%, Continuous=> 70%)

- Sitting – Continuous
- Computer based tasks – Frequent
- Driving – Frequent
- Lifting – Marginal

#### 5. KEY SELECTION CRITERIA

- 5.1 **Essential:** Demonstrated experience in service delivery, management of staff, leadership and program development in the community sector field.
- 5.2 Tertiary qualifications in social work, social sciences or a relevant qualification. Whilst not essential, Financial Counselling qualifications will be looked upon favourably.
- 5.3 Demonstrated experience in coordinating service delivery in the context of contractual obligations and organizational strategic direction.
- 5.4 Able to establish and lead a functional and cohesive team, including the ongoing professional development of individuals and the team. Able to guide, develop and support team members to achieve successful outcomes and to deal with arising issues appropriately.
- 5.5 A demonstrated ability to lead staff undertaking work with clients who are experiencing financial hardship and crisis including complex issues such as family violence, mental health and drug and alcohol misuse.
- 5.6 **Emotional Intelligence:** A demonstrated ability to understand and manage oneself and the impact of actions on others, to appreciate differences and to build confident professional relationships with team members to enable effective performance management processes.

5.7 Highly developed written and verbal communication skills, able to communicate concepts and ideas to a variety of stakeholders in a variety of ways.

5.8 **Personal attributes** including:

- Ability to confidently and concisely communicate with members at any level of an organisation.
- Ability to liaise effectively with the public on sensitive issues.
- Ability to work independently and as part of a team.
- Effective time management.
- Commonsense and a willingness to be flexible.

## 6. ADDITIONAL ESSENTIAL REQUIREMENTS OF THE POSITION FOR SUCCESSFUL APPLICANTS

6.1 A satisfactory Victorian and NSW Working with Children Check

6.2 A satisfactory Police Check

6.3 A satisfactory International Police Check (Where relevant)

6.4 Current driver's license

## 7. WORK CHALLENGES/PRESSURES

- Time constraints/adhering to timeframes as per work plans
- Competing priorities
- Dealing with people with a variety of abilities and needs
- Handling numerous calls at once
- Adhering to timeframes as per work plans and case management procedures
- Inspiring trust and confidence from a team

## 8. SUPERVISION

At UMFC, supervision is considered to be an integral part of service delivery and workforce management. The development and maintenance of skilled and supported workers depend in large part on the support and structured reflection provided by the supervision framework. The supervision framework is supported by our Sanctuary commitments such as social responsibility, open communication and democracy.

Supervision has a number of benefits for workers, clients, and the organisation, including:

- protection and a commitment to quality service provision for clients through case review
- a forum of accountability for those to whom the worker is accountable (clients, organisation, profession)
- a reflective space for workers to identify their strengths and weaknesses and any personal issues that may impact their professional practice.
- an opportunity for workers to build their skills and identify areas for future development in a supportive environment.
- trauma informed, consistent conversations that are a protective factor to decrease the likelihood of developing vicarious trauma when undertaking challenging work.

Supervision is a requirement for all workers at UMFC and must, at a minimum, be provided:

- on an individual basis
- for 2 hours per month (pro rata) which may be in a single block or in smaller units.