



Mansfield Shire

Position Description

Financial Counsellor

High Country, Lakes and Rivers





Financial Counsellor

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Mansfield Shire Council aims to work with our community to continue to build a Shire that is recognised for its balanced social, economic and environmental development that acknowledges the diverse needs and values of our communities.

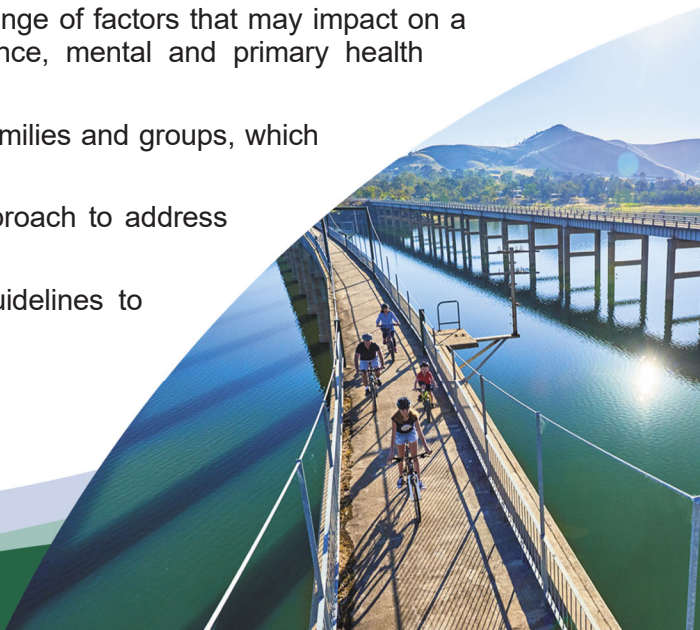
Position Number	Classification	Date
6.09	Band 6	April 2025
Unit	Enquiries	Status (FTE)
Community Health and Wellbeing	Executive Manager Community Health & Wellbeing	0.4

Position Objectives

The Financial Counsellor delivers the financial counselling services to clients through case work, including undertaking initial assessments, advocacy, negotiation, information provision and referral. This contributes to increase their financial resilience and enable them to make decisions that will provide the opportunity to maximise control of their financial situation

The Financial Counsellor will provide input into service planning, policy development and service evaluation to ensure high quality, cost effective, responsive and customer focuses services are delivered.

Technical Accountabilities

- ▶ To plan, coordinate and manage the provision of Financial Counselling services and to ensure that families and individuals gain the benefit of sound financial options and assistance.
 - ▶ To provide independent and practical assistance, advocacy, options and information to people in financial difficulty.
 - ▶ To improve people's capacity to manage their finances more effectively and their own financial circumstances.
 - ▶ Working with clients in a way that is sensitive to the range of factors that may impact on a client's situation including experience of family violence, mental and primary health diagnoses, and employment status.
 - ▶ To provide community education to individuals, their families and groups, which address key financial problems and issues.
 - ▶ Working from a team, strengths and rights based approach to address identified support needs.
 - ▶ Carry out case work in accordance with program guidelines to provide assessments of client's financial situation.
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Technical Accountabilities Continued

- ▶ Provide support guidance and advocate where necessary at tribunals and Courts or other financial institutions.
- ▶ Ensure adherence to Council's OH&S policies and procedures including equal opportunity and Human Rights policies and procedures and participate in associated training to assist them in readily identifying potential OH&S issues in client premises.
- ▶ Contribute to the development of administrative systems and procedures pertinent to the delivery of the service.
- ▶ Carry out administrative duties including statistical returns and monthly reports identifying future planning needs to the Senior Coordinator Community Health and Wellbeing.
- ▶ Timely and accurate completion of client file notes in line with relevant legislation
- ▶ Liaise with the Community Health and Wellbeing Services to ensure the provision of a coordinated and systematic delivery of services to clients.
- ▶ Ability to work collaboratively within a multidisciplinary team and contribute to consistent and innovative work practices.
- ▶ Assisting in the development of budgets including the effective ongoing monitoring of expenditures against approved budgets, and identification / reporting of budget variations

Organisational Relationship

Reports to

Executive Manager Community Health and Wellbeing

Supervises / Manages

Nil

Internal Liaisons

All other staff

External Liaisons

- ▶ General public, Residents & Ratepayers Clients

Our Values

Communication

Co-operation

Trust and
Honesty

Respect

Specialist Knowledge and Skills

Knowledge of:

- ▶ Para legal knowledge and acts pertaining to financial disciplines.
- ▶ Financial information and current options available through government and financial institutions.
- ▶ An understanding of the underlying principles of the position requirements.
- ▶ Council plan.
- ▶ Unit's Business Plan.
- ▶ Long term goals of the unit.

Skills and Competencies

- ▶ Skills in managing time, setting priorities, planning and organising one's own work.
- ▶ Skills to establish and maintain productive relationships with staff, community internal and external stakeholders.
- ▶ Knowledge of, and ability to implement personnel practices including equal opportunity and health and safety, training and development.
- ▶ Apply initiative and innovative thinking to organisational problems.
- ▶ Achieve annual strategic performance objectives set for the position.
- ▶ Well-developed oral and written communication skills.
- ▶ High level computer skills.
- ▶ Sound report writing skills.
- ▶ Ability to work independently.
- ▶ Demonstrated commitment to quality customer service.
- ▶ Ability to discuss and resolve problems.

Qualifications and Experience

Experience

- ▶ Three years previous relevant experience in financial, legal or social work and experience working with low income families and individuals.

Qualifications

- ▶ Current Victorian driver's licence.
- ▶ Diploma of Community Services (Financial Counselling) or qualifications in Accounting/Financial Management or a relevant equivalent field.
- ▶ Eligibility for membership of Financial Counselling Victoria (FCVic).
- ▶ Current police check.
- ▶ Current Working with Children Check.

Key Selection Criteria

- ▶ Demonstrated skills and experience in delivering financial counselling to clients within a community or not-for-profit organisation.
- ▶ Demonstrated ability to work with clients in a respectful manner that respects diversity, equality, and choice and client participation.
- ▶ A well-developed understanding of the issues and needs facing people who have experienced or are experiencing homelessness, including family violence, mental health, Alcohol and Other Drugs, disability, trauma and non-financially related legal issues.
- ▶ High level of computer literacy, including familiarisation with Microsoft Office programs, including Word, Excel and Outlook
- ▶ An ability to work independently when required as well as the ability to contribute to and work collaboratively as part of a multidisciplinary team.
- ▶ Demonstrated ability to complete the technical accountabilities.
- ▶ Evidence of appropriate qualifications for the position.

Position Descriptors – Band 6

Organisational Accountabilities

- ▶ Ensure that the Mansfield Shire Council Code of Conduct and all policies and procedures are adhered to.
- ▶ Support organisational development and continuous improvement initiatives within the Council.
- ▶ An understanding of the principles of risk management and their application to all Council activity.
- ▶ Provide quality customer service by providing accurate information on Council products and services, communicate with customers in a friendly and courteous manner, effectively manage their enquiries and complaints and deliver timely punctual and reliable service.
- ▶ Commitment to and implement the Council Plan and Annual Business Plan of Council.
- ▶ Work cooperatively and ensure positive communication and relationships with all staff across all Units.
- ▶ Ensure that full and accurate records of activities and decisions are created and captured and observe records management procedures in accordance with Council policy.
- ▶ Ensure Occupational Health & Safety (OH&S) and Human Resource Management procedures and practices are adhered to in line with organisational requirements including contractor risk management and OH&S accountabilities.
- ▶ Provide assistance with Municipal Emergency Services as required.
- ▶ All children who engage in Mansfield Shire Council programs have a right to feel and be safe. The welfare of the children will always be Council's first priority with a zero-tolerance approach to child abuse. As a child safe organisation Mansfield Council aims to create an environment where children feel safe, included and heard.

Accountability and Extent of Authority

- ▶ Freedom to act is set by clear objectives, policies and budgets and is subject to specific delegations and frequent consultation with the Senior Coordinator Community and Economic Development.
- ▶ Provides assistance with the development of policy and procedure drawing on investigative and analytical abilities within area of specific expertise.
- ▶ Authorised to approve expenditure on relevant accounts as determined by the Manager Business and Performance.

Organisational Context

The Mansfield Shire Council organisational structure has been developed with the following departments reporting directly to the CEO:

- ▶ Community Health & Wellbeing
- ▶ People, Communication & Governance
- ▶ Capital Works & Operations
- ▶ Investment & Planning
- ▶ Business & Finance

This structure has been designed to ensure a clear focus on the delivery of best value services and to utilise the

skills and experience of staff in the most effective manner.

Judgement and Decision Making

- ▶ The majority of work is well defined and the duties carried out independently however the nature of the role draws on specialised methods, procedures and processes developed from theory or precedent.
- ▶ Problem solving may involve the application of these techniques to new situations and guidance and advice is usually available

Management Skills

- ▶ Proven ability in project management, managing time, setting priorities, planning and organising one's work.
- ▶ Knowledge of, and ability to implement personnel practices including equal opportunity and health and safety.
- ▶ Demonstrated ability to establish and maintain productive relationships with staff, community, internal and external stakeholders.
- ▶ Ability to apply initiative and innovative thinking to organisational problems.
- ▶ Appropriate skills to achieve the annual business plan and strategic performance objectives set for the position.

Interpersonal Skills

- ▶ Demonstrated ability to engage and build strong relationships with Council, clients, members of the public, other employees, and representatives of other organisations.
- ▶ High level interpersonal and written communication skills together with public relations experience.
- ▶ Capacity to deal with sensitive issues, maintain confidentiality and protect privacy.
- ▶ Ability to persuade, convince and negotiate with clients, authorities, stakeholders and other staff members and plan and manage meetings.
- ▶ Demonstrated commitment to quality customer service.
- ▶ Liaise with counterparts in other organisations to discuss specialist matters and with other employees in other functions within Council to resolve interorganisational problems.

Diversity and Inclusion

Mansfield Shire Council is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.

We value inclusion and diversity within our workforce and our community, supporting the invisible and visible qualities of all who walk through our doors. As an employee of Mansfield Shire Council, you will respect and show kindness to all regardless of ethnicity, sexuality, identity or any other protected attribute.

How to apply

- 1 Cover letter**
Prepare a cover letter providing a snapshot of why you are interested in the position and the reasons we should hire you. Include any required information that has been outlined in the job advertisement. Your cover letter should be no longer than one page in length.
- 2 Key selection criteria**
Respond to the list of key selection criteria clearly demonstrating how your qualifications and/or experience would help you to meet the requirements of the role. **Please ensure that you address all key selection criteria contained within the position description.** This document should be kept to a maximum of two pages if possible.
- 3 Resumé**
Provide your up to date resumé containing a summary of your skills, employment history, experience, knowledge and abilities. A good resumé will be tailored to the position you are applying for with emphasis on the skills and experience that directly relate to the role.
- 4 Submit your application by the closing date**
Once you have collated the necessary documents, visit the Mansfield Shire Council's 'Information for Applicants' web page at mshire.co/applicant-information, for information on how to submit your application. All information must be received by Council prior to the advertised closing date.

For more information please contact:

Nola Cleeland, Executive Manager Community Health and Wellbeing on (03) 5775 8568

More detailed information on how to apply is available at

mshire.co/applicant-information

including tips for addressing key selection criteria, writing a cover letter and resumé.

OFFICE USE ONLY

Authorised by CEO:



Employee's
Signature



Date:

08/04/2025

Employee's
Name

Date: / /



Mansfield Shire