



## MURWILLUMBAH COMMUNITY CENTRE INC.

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### INFORMATION PACK - FINANCIAL COUNSELLING POSITION

#### JOB DESCRIPTION

**Position:** Financial Counsellor

**Hours:** 28 hours per week (4 days)

Employment contract will be for 12 months renewable annually subject to performance and receipt of ongoing funding.

Please Note: Contract confirmation is conditional upon the result of a Police Criminal Conviction Check.

**Location:** Murwillumbah Community Centre Inc.,  
Nullum Street, Knox Park, MURWILLUMBAH

Outreach service is based at:  
Family Centre , Tweed Heads

**Remuneration:** SACS Award depending on qualifications & experience

**Accountability:** The Manager & Management Committee of the Murwillumbah Community Centre Inc

#### **Purpose of the Position**

To provide high quality financial advice, options and advocacy, to people experiencing financial difficulties in the Tweed Shire.

#### **Responsibilities**

1. To provide direct client services related to a wide range of financial issues and difficulties experienced by clients.
2. To assess the clients financial situation and provide information regarding relevant options that will assist the client to resolve their financial difficulties;
3. To advocate and negotiate on the clients behalf where necessary and when authorised by the clients, with creditors and other appropriate contacts;
4. To develop appropriate budget arrangements and discuss options available to alleviate or reduce financial stress;
5. To establish and maintain accurate client files in line with organisational policy and procedure, and appropriate FCAN Practice Standards;
6. To establish and maintain networks and distribute information regarding community resources as required by the role and the organization.

7. To operate within, and participate actively in, a multi-disciplinary service team, including liaising closely with MCC staff and volunteers.

### **Other duties**

1. To assist in the development and delivery of information, education and skills development when required;
2. Participate in research and data collection activities;
3. To participate in staff development and in-service training as required.
4. To maintain the privacy and confidentiality of all matters including client files.
5. Keep up to date with developments, legislation and regulations relevant to the efficient running of the program.
6. To attend monthly staff meetings and provide monthly statistics to the Manager.

### **Key Performance Indicators**

1. Meets targets as agreed by the Manager
2. Provides reports on time and in agreed formats
3. Maintains currency and accuracy of case files
4. Participates actively in team meetings and agency wide activities

## **Selection Criteria (you must address all Selection Criteria in your application)**

### **Qualifications and experience**

- Accreditation with the Financial Counselling Association of NSW (FCAN) is essential.
- Experience working as a financial counsellor with an accredited agency;
- Relevant tertiary qualifications such as Psychology, Social Work or Social Science, Diploma in Financial Counselling, are desirable.

### **Specialist Knowledge & Skills**

- Demonstrated ability to provide information and advice to clients on financial management issues and strategies including budgeting, managing credit and reducing expenditure and debt.
- Demonstrated experience in intake, assessment and case work.
- Demonstrated ability to advocate with third parties on behalf of clients.
- Ability to relate to clients experiencing financial stress and empower and educate them to achieve their financial goals.
- Demonstrated understanding of the issues related to clients experiencing financial difficulties and the social problems they may experience;

## Financial Counselling Job Description

- Ability to develop action plans, set goals and facilitate a positive approach in working with clients to achieve these goals within established time frames;
- A good working knowledge of legislation and processes relating to debt, credit, recovery, income security and supplement schemes and complaints and appeals procedures.
- Ability to work with government departments, financial institutions and other organisations in advocating for the client group.
- Good written, administrative and computer skills including knowledge of Microsoft Word and Excel

### **Interpersonal Skills:**

- A high level of oral and written communication skills;
- Ability to relate to a wide and diverse range of clients and organizations

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### **Additional Information**

Appointment to this position will be subject to a three month probationary period. Ongoing employment in the position will depend on successful completion of MCC'S performance review process.

**Salary Packaging** may be available.

Employment is subject to:

- A current Police Record Check
- A Current drivers licence
- Own vehicle with current comprehensive insurance
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### **Applications close 5pm Friday 26<sup>th</sup> February, 2010**

Please address the **Selection Criteria** if you wish your application to be considered. Please also include your resume and three referees in your application.

### **Please forward your applications to:**

The Management Committee  
Murwillumbah Community Centre Inc  
PO Box 722  
Murwillumbah. NSW 2484

For more information please phone the Manager, Murwillumbah Community Centre on 02 66723003 or email [mcsc@netspace.net.au](mailto:mcsc@netspace.net.au)