



## Position Description

### Job Details

**Position Title:** Financial Counsellor – GambleAware

**Year:** 2021

**Department:** Counselling Services

**Reports directly to:** Manager, Counselling

**Direct Reports:**

- Nil

### Background Information

<b>Qualifications</b>	<i>Undergraduate</i>	Diploma in Community Services – Financial Counselling Diploma in Financial Counselling
	<i>Postgraduate</i>	
	<i>Other</i>	Current or eligible for membership to the Financial Counsellors' Association of NSW

### CatholicCare Western Sydney & The Blue Mountains Overview

CatholicCare Western Sydney and the Blue Mountains (CC) is a not-for-profit that aims to serve the community in the Catholic Diocese of Parramatta by overseeing the provision of high-quality social services operating according to the principles of Catholic Social Teaching. CC respects the dignity, worth, diversity, cultures and beliefs of all people and is renowned for its hands-on and practical approach to the service and pastoral care of people in this area.

At CC, what inspires us most is hearing what really matters to our clients so we can support them to live with joy and purpose. CC provides various services for a range of clients from birth to the aged across the following programs providing them with resources, education and tools to overcome their challenges.

- Child Education Services
- Families, Counselling and Wellbeing
- Disability and Aged
- Homelessness
- Community & Engagement

As a not for profit, CC relies significantly on funding and community support to be able to continue to make a difference in the lives of people who need us.

## Working for CatholicCare Western Sydney & The Blue Mountains

Our highly trained staff support people at all stages of life to manage difficulties and rediscover strengths. We are a unifier, bringing together individuals and families with their community. This is what inspired us every day so all those in our community may live with joy and purpose.

With more than 200 employees and volunteers, CC employs a diverse range of staff across its many programs including counsellors, support workers and educators.

CC is an Equal Opportunity Employer. Compliance with child protection legislation is essential to all child-facing positions. CC is committed to safeguarding all children, young people and vulnerable adults and that all children, young people and vulnerable adults have an equal right to protection from abuse.

At CC we are committed to employing the very best people in the industry who have a genuine passion for working in the not for profit sector and have the right level of experience and knowledge.

## CatholicCare Western Sydney & The Blue Mountains Values

At CC, our values underpin everything we do and how we do it.

- **WE EMBRACE EVERY JOURNEY** with gratitude and love
  - **WE ARE AVAILABLE** with an open mind and heart
  - **WE BUILD TRUST** with integrity and respect
  - **WE ADVOCATE** with patience and passion
  - **WE PERSEVERE** with resilience and belief

## Role Purpose

This position is to provide specialised financial counselling and advocacy under GambleAware program. This role will provide information and support to individuals and families who have experienced financial distress due to negative impacts of gambling, and assist them to develop the skills, knowledge and confidence to take control of their own financial situation. This role will also work closely with GambleAware Gambling Counsellors in community engagement and education.

## Responsibilities and Key Performance Indicators

- Provide face-to-face, phone and online counselling to clients with financial difficulties
- Provide appropriate information and advocacy to develop short-term and long-term case plan that best meet the needs of clients and their families
- Establish positive relationships and referral pathways with internal and external services
- Maintain an agreed caseload and up-to-date case files
- Maintain timely data entry on database systems that provided by GAP and CC
- Support community engagement efforts and other GAP activities
- Support research and evaluation efforts under GAP
- Undertake and adhere to specifications for training and supervision
- Undertake other duties as directed by Manager Counselling

- Adhere to GambleAware Providers (GAP) practices and protocols
- Follow CC values, policies, procedures and statutory obligations
- Follow relevant policies and procedures including safe work practices and take reasonable care of own and others health, safety and wellness
- Work in partnership and consultation with Management for continuous quality improvement opportunities
- Responsible for intake, primary assessment and appropriate referrals to internal and external service providers to meet client needs upon initial service contact
- Provide effective financial counselling casework and advocacy as determined by best practice, and program/contract obligations
- Embed evidence-based therapeutic modalities in service delivery and ensure all practice is meeting current best-practice standards as delineated by state and federal legislation, relevant peak bodies, and other relevant stakeholders and auditors
- Understanding and implementation of a holistic model of care that engages internal and external referral pathways to ensure comprehensive support for clients with respect to their individual needs and prioritises a warm handover
- Strong understanding, knowledge and collaboration with the social service sector
- Clear and concise documentation that utilises therapeutic language and demonstrates progress made toward case plan goals
- Identify, document and initiate discussions with colleagues, managers and other relevant parties as to the emerging systemic issues and patterns observed in casework
- Maintains client information and files to the strictest standards set forth by state and federal mandates to protect client privacy
- Documentation of every client interaction and timely, ongoing review of service outcomes
- Initiate and document client feedback on service delivery and other program matters as needed and on an ongoing schedule including escalating complaints and privacy breaches to appropriate parties within timelines set by program or legislative mandates
- Participation in regular clinical and organisation supervision
- Provide quality integrated service, including effective liaison/communication with clients, confidentiality, diversity awareness, and provision of information and the effective use of internal and external referral practices is achieved, to the satisfaction of the Manager and client
- Managed caseload to ensure equitable work spread and contract acquittal and effective waitlist management
- Sound service coordination processes are practiced and documented
- Opportunities for secondary consultation are sourced and encouraged
- Meetings are regularly attended and documented as required
- Referral pathways are negotiated and documented
- Client feedback is received and appropriately processed
- Agency reports are received in a timely way
- Case notes and progress notes are recorded professionally and accurately
- Policies and procedures are adhered to
- Maintenance of appropriate documentation and case file notes
- Participation in supervision – individual and peer
- Attendance at and participation in team meetings
- Attendance at and liaison with local, state and national networks and other professional support mechanisms to maintain professional standards

**Knowledge, skills, experience & compliance – Required to perform this role**

- Ability to undertake the duties of the role in accordance with CC's Mission, Vision and Values; and its Code of Ethics and Conduct
- Full accreditation or working towards accreditation
- Current or eligible for membership to the Financial Counsellors' Association of NSW
- Willingness to travel across different office sites
- Basic counselling skills and experiences in community education
- Understanding of the needs of Aboriginal communities and CALD communities
- Actively foster a culture of continuous learning and improvement in the Counselling team and more broadly within CC
- Proficient in relevant computer applications, and data entry. As well as an ability to learn and adapt to new computer systems
- Valid Working with Children Check
- National Criminal History Check (obtained in the last 6 months) with no disclosable outcomes
- Current NSW driver's license and own insured vehicle

### **Personal Attributes**

- Good team member with excellent communication skills
- Outcomes focused
- Proactive and persistent
- Collaborative and consultative
- Values driven with strong personal and organisational values alignment
- Positive attitude and commitment to tackling challenges

Staff member's name (print):		Date:
Staff member's signature:		

Manager's name (print):		Date:
Manager's signature:		