



The Salvation Army (TSA) – Australia Eastern Territory
Save Souls, Grow Saints and Serve Suffering Humanity

POSITION DESCRIPTION
MONEYCARE QUEENSLAND ASSISTANT REGIONAL MANAGER

CORPS/CENTRE: Social Program Department

REPORTS TO: Moneycare Regional Manager

DIRECT REPORTS: Regional Moneycare staff

POSITION PURPOSE & DESCRIPTION: To assist in the management and development of the operations of the regional Moneycare service. To provide and organize financial counselling casework supervision, training and support to Moneycare staff in the region. To assist in ensuring Salvation Army, Moneycare, professional body, funding body and regulatory standards and requirements are being met. To provide financial counselling and conduct community education in order to prevent and to ease the suffering or hardship of people in financial difficulty or crisis, in accordance with The Salvation Army mission and policy and Moneycare policy and procedures, as well as to the requirements of the relevant professional body and funding bodies. To provide leadership consistent with Salvation Army mission and values, modelling core Salvation Army values and behaviours.

ARMY MISSION STATEMENT: All employees are expected to demonstrate empathy towards the mission of The Salvation Army, which is an international movement and is an evangelical branch of the universal Christian Church. Its message is based on the Bible and its ministry is motivated by love of God. The mission is both spiritual and practical, encompassing the preaching of the Gospel of Jesus Christ and the alleviation of human suffering and distress without discrimination. Employees are required to ensure their performance and behaviour upholds and reflects the principles of the Army's mission.

AUTHORITY:

CLASSIFICATION: Social, Community, Home Care and Disability Services Award 2010 (Level 6)

SOCIAL/GENERAL: Social

STATUS: Full time (38 hours per week) – fixed term in line with funding

MAIN ACCOUNTABILITIES	PERFORMANCE MEASURES
Service Management Work collaboratively and positively with the Moneycare Regional Manager, Territorial management, finance, HR and other TSA services to ensure that Moneycare services operate efficiently and effectively, according to budget and with a quality of service to clients. Identify improvements to policies, procedures and systems and take action to make change. Services to work within the Doorways philosophy and be positively connected with Hubs.	• Positive and open relationships exist with the Regional manager, Territorial management and services, Doorways staff, Area Officers and Hub leaders. • Assist in the preparation of a monthly report (content as agreed) to Territorial management. • Weekly communications (face to face or telephone meetings) with the Moneycare Regional manager. • Moneycare services have the necessary resources and infrastructure to properly conduct programs. • Moneycare budgets are appropriate and relevant and expenditure is to budget. • Financial operations are reviewed with the Regional manager on a monthly basis and any corrective action is taken in a timely manner. • SAMIS system is up to date, refined and amended as needed. • Procedures refined and amended as needed. • Suitable staff recruited and trained as needed. • Staff are managed, guided and supported in their work. Corrective action is taken where needed. • Staff performance and development reviews completed on a timely basis. • Moneycare is reputable and sought after, internally and externally. • TSA core values and behaviours demonstrated and modelled in all work related activities.
Service development Work collaboratively and positively with the Moneycare Regional Manager to seek out service development opportunities and consolidate existing funding, in liaison with the Territorial management. Assist in the preparation of funding submissions and funding body reports. Work to establish new services once funding is obtained in a timely manner.	• Funding retained for existing services. • Services developed and established into areas of need. • Funding body reports submitted in a complete manner and within due dates. • Funding body reports and submissions are of as high standard. • Funding body requirements met and relationships with funding bodies are positive. • Moneycare policies and procedures updated and consistent with high professional standards.

MAIN ACCOUNTABILITIES	PERFORMANCE MEASURES
Casework Supervision Conduct and organise casework supervision of staff, to ensure the smooth operation and effective performance of Moneycare. Ensure the service meets all Moneycare, professional body, funding body and regulatory requirements and standards.	• Evidence of skills development and assistance provided to staff to meet their individual and team responsibilities. • Staff clearly understand their roles and the performance outcomes required. • Appropriate support measures implemented. • Evidence of a high level of client service standards. • Evidence of positive rapport with key internal and external stakeholders, including the professional body. • Evidence of financial counsellors obtaining professional body membership and moving to full accreditation in a timely manner. • TSA core values and behaviours demonstrated and modelled in all work related activities. • Ensuring the provision of at least the required professional body hours of casework supervision to Moneycare staff requiring casework supervision, by phone or face to face. • Maintain casework supervision accreditation level with professional body. • Staff attending for monthly professional supervision as needed. • Staff having debriefing available.
Training and Support In collaboration with the Regional Moneycare manager develop and train staff to assist them to meet all professional body standards as required and to achieve goals and TSA mission through mentoring, coaching and empowerment. Demonstrate commitment to the TSA values and mission to foster an environment that values performance, client service, continuous improvement and delivery of high quality support services including referral opportunities for spiritual and other counselling needs as appropriate, whilst maintaining confidentiality.	• Appropriate training measures implemented and training conducted. • Evidence of skills development of staff. • At least quarterly team meetings which include professional development, case conferences and administrative updates, with opportunity for staff discussion and input. • Organise, in collaboration with Regional manager and Territorial personnel, an annual regional professional development event. • Distribution of resources through email updates. • Contribution to supporting staff as evidenced by good morale, low staff turnover and low complaints. • Evidence of financial counsellors obtaining professional body membership and moving to full accreditation in a timely manner. • TSA core values and behaviours demonstrated in all work related activities.

MAIN ACCOUNTABILITIES	PERFORMANCE MEASURES
Holistic Financial Counselling (re. own casework practice) Provide a holistic financial counselling service to people in financial difficulty or crisis, which recognises the ways in which other life issues may interact with financial issues and consider the clients' unique circumstances. Develop options with clients enabling them to best deal with their situations. Maintain a caseload in line with professional body requirements to retain accreditation.	• Client sessions are conducted regularly and at a rate as agreed. • Options developed are holistic, achievable. • Information provided and action taken leads to positive outcomes achieved in the majority of cases as reflected in statistical data. • Majority of feedback received from clients as evidenced by returned client feedback sheets is positive. • Evidence of networking and familiarity with relevant community organisations, government departments and financial institutions. • Demonstrated high level understanding of, and compliance with, relevant legal, regulatory and Moneycare processes and policies. • Is aware of the right to privacy of all clients and the need for confidentiality in relation to all aspects of the operation of the centre. Upholds confidentiality in all areas • Moneycare is reputable and sought after.
Administration and Reporting (re own casework practice) • Operate the local Moneycare practice with a high level of autonomy but within TSA and Moneycare policy and procedures, managing own scheduling, case load and reporting of statistical data in line with specific hours identified above. • Conduct community education programs where appropriate with a view to raising community awareness of basic money management matters in addition to raising the profile of the TSA Moneycare service.	• The SAMIS Moneycare case management system and hard copy client records are maintained in an orderly, comprehensive and up-to-date manner. • All correspondence is attended to, actions are taken and cases are closed in a timely manner, and case load is within the specified limits as agreed with the Moneycare Territorial Consultant • Effective and legible use of standard Moneycare forms • Telephone, email and face to face communications are non-judgemental and of a high quality. • Reports and statistics are provided as required by the Salvation Army, funding bodies and other stakeholders. • Moneycare working within and up to budgetary requirements through close liaison with business and financial managers. • There is no evidence contrary to the maintenance of confidentiality and professionalism, ethics and integrity at all times. • Assistance is provided towards preparation of funding submissions and compliance reports for the Moneycare service. • Evidence of compliance with funding body requirements.

MAIN ACCOUNTABILITIES	PERFORMANCE MEASURES
Team Support Organises, conducts and participates in team activities. Attends meetings when scheduled and demonstrates a supportive approach to other staff members which contributes to the overall team effectiveness.	• Evidence of strong and open relationships with the regional manager, regional team members and other Salvation Army personnel which assists in building a cohesive workplace. • Evidence of strong relationships with other Moneycare Regional managers. • Evidence of making contributions towards continuous improvement of operational policies, procedures, methodology and strategies. • Attends Moneycare team and Territorial meetings and training as required. • Demonstrates on a continual basis, a commitment to assisting and supporting colleagues in all workplace activities.
Occupational Health & Safety To meet Occupational Health and Safety obligations in line with TSA Policy & Procedures & relevant legislation.	• Appropriate behaviour is evidenced in day to day work activities which does not endanger oneself or fellow workers. • Participation in communication meetings and any organised WH&S training events. • No defective tools or equipment are used • Reports all unsafe conditions, practices and hazards to the appropriate manager
Professional Development Maintain and develop personal knowledge in area of expertise and meets core values and behaviours of TSA. Achieve and retain accredited membership of relevant state-based professional financial counselling body.	• Undertakes financial counselling supervision as well as seeks debriefing, advice or support as required and in accordance with Moneycare policy and procedures. • Undertakes ongoing professional development needed to maintain professional membership. • Attends training as directed. • Undertakes professional supervision as required. • Participates in regular performance appraisal, consistent with TSA policy. • Evidence of continuous improvement activities in program development and evaluation processes. • Always searching for better ways and strives for best practice. • Seeks new ideas and embraces and adapts to change. • Maintains professional body accreditation.

ESSENTIAL REQUIREMENTS & QUALIFICATIONS:

- An appreciation of, and the ability and willingness to promote, support and model the values and ethos of The Salvation Army.
- Accreditation as a Financial Counsellor
- Diploma of Community Services (Financial Counselling)
- Extensive experience in the field of welfare, community services, counselling or business/finance,
- Commitment to high professional standards of practice.
- Demonstrated success in supporting a team of people within a community service environment
- Demonstrated high level financial counselling, training, casework supervision and communication skills.
- Casework supervision accreditation level with professional body.
- Demonstrated ability to work with different cultures and backgrounds

DESIRABLE REQUIREMENTS & QUALIFICATIONS:

- Degree qualifications in a related area.
- Certificate IV in Training and Assessment (TAE)
- Demonstrated ability to work within a counselling framework

SKILLS & BEHAVIOURS:

- Positive, insightful, passionate, collaborative and open leadership style
- Demonstrated high level interpersonal, active listening and analytical skills
- Highly effective planning, organisational and problem solving skills
- Proficiency working within a Windows Office environment
- Ability to meet deadlines and work under conflicting time pressures.
- Compassionate
- Ability to summon confidence and faith of client
- Willingness to travel for training and development activities

EXPERIENCE:

- 5 years experience in financial counselling
- Experience in training and development activities

KEY RELATIONSHIPS/INTERACTIONS:

Relationship with:	Why:
Moneycare Regional Manager	Accountable, advice, support, cooperation, collaboration, feedback and reporting as required.
External agencies and creditors	Liaison and negotiation
Moneycare team	Support, mentoring, cooperation, collaboration, development and feedback
Other TSA Departments and Teams	Support and information as required
Clients	Support, guidance and information provision

We have carefully reviewed the Position Description and are satisfied that it fully and accurately describes the requirements of the position.

Manager/Officer: _____

Date: _____

I have read this document and agree to undertake the duties and responsibilities as listed above.

I acknowledge that:-

- This Position Description details the accountabilities of the role and provides an indication of the current duties and task that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role.
- The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be assessed against these measures.

Employee:

Name: _____ **Signature:** _____ **Date:** _____