



POSITION DESCRIPTION

Position: Financial Counsellor (CISS.64)
Reports To: Team Leader, Financial and Legal Support Programs
Classification: Band D

CANCER COUNCIL VICTORIA

Every year, more than 35,500 Victorians will be diagnosed with cancer, and nearly 11,000 will die from cancer. The number of cases will increase as our population grows and ages. Survival will also improve as we get better at [early detection](#) and [treatment of cancer](#).

Since our establishment in 1936, [Cancer Council Victoria](#) has developed an international reputation for our innovative work in [cancer research](#), [prevention](#) and [support](#). As an independent, not-for-profit organisation, we play a leading role in reducing the impact of all cancers on all people.

Our people work and volunteer at Cancer Council Victoria to contribute to an organisation that makes a real difference in people's lives and is valued by the community we serve. In return we are proud to foster a culture that supports individuals to reach their full potential, in an environment that reflects our values of **Excellence, Integrity and Compassion**.

DIVISION / UNIT / TEAM SUMMARY

The Strategy and Support Division works directly with people, clinicians, researchers and policymakers. Our purpose is to reduce inequities and improve outcomes for all people affected by cancer, now and into the future.

Our division comprises of Cancer Information and Support Services, Research Governance and Business Operations, Cancer Strategy and the McCabe Centre for Law & Cancer.

We achieve our purpose by:

- Empowering people by delivering trusted, evidenced-based information, training and support.
- Using evidence to investigate and evaluate policies and programs to support people affected by cancer.
- Funding extramural cancer research of greatest impact and increasing investment into cancers with lowest survival.
- Influencing law and policy through advocacy, research, training and capacity building.
- Collaborating with partners in Australia and across the world to influence policy change and reduce system inequities.

The **Cancer Information and Support Service** (CISS) unit provides information and support services to help minimise the impact of cancer on the Victorian community. It works to empower patients by delivering dynamic, credible, personalised information and compassionate support.

POSITION SUMMARY

The Financial Counsellor works within the Financial and Legal Support Programs team, part of the Cancer Information and Support Services Unit, and reports to the Team Leader, Financial and Legal Support Programs.

This role is primarily responsible for delivering Cancer Council Victoria's in-house financial counselling service for those affected by cancer and who are experiencing financial hardship as a result of their diagnosis and treatment. The approach of the service is to enable and empower clients to self-advocate and regain a sense of control at what is usually a very distressing time in their life.

The role involves the administration and delivery of the Financial Counselling Service via the provision of telephone-based tailored and appropriate support to clients. The role also requires the development of knowledge and understanding of how a cancer diagnosis impacts the financial security and well-being of those affected. You will work collaboratively with colleagues to deliver and maximise the impact of projects as required.

In addition, the Financial Counsellor will maintain relationships with external stakeholders including health services as well as working individually with people affected by cancer to assist them to manage different aspects of financial and legal issues that may be impacting on their health and well-being.

RESPONSIBILITIES

Program Delivery:

- Deliver the Cancer Council Financial Counselling Service, utilising a holistic, person-centred, trauma-informed approach.
- Act as a primary point of contact for telephone financial counselling services for individuals affected by cancer referred to Cancer Council Victoria.
- Deliver telephone-based financial counselling support, including intake (when requested) for internal (Cancer Council 13 11 20) and external referrals.
- Assess and analyse the client's situation and provide financial information and explanation of options to assist the client to address their situation and make informed decisions.
- Provide information and support about all available resources for people affected by cancer to better manage their financial concerns arising from a cancer diagnosis.
- Where appropriate provide information or direction on access to face-to-face financial counselling services, or other relevant services.
- As directed, work closely with key internal and external stakeholders to provide consistent education and upskilling, that results in appropriate and ongoing engagement with these services across Victoria.
- Contribute to the monitoring and evaluation of the Financial Counselling Service and associated interventions, including development of strategies for service improvement and expansion.

Relationship Building and Collaboration

- Liaise and network with referrers to the Financial Counselling Service; particularly health professionals, Cancer Council 13 11 20 staff and community financial

counsellors, to support relationships, facilitate appropriate referrals and promote the program offered by Cancer Council Victoria.

- Work with staff across the division and organisation to support delivery of relevant or shared program objectives and outputs.
- Work to promote the Financial Counselling Service through in-services at treatment centres, media and by other means as directed.
- Identify legal and policy issues arising from financial counselling work to contribute to Cancer Council Victoria's advocacy initiatives.
- Maintain a sound understanding of Cancer Council's financial, legal and supportive care offerings.
- The ability to work co-operatively in a team environment and to assist and support volunteers as required.

Reporting, Data and Administration

- Collect client data and maintain accurate client records within the CRM database as per organisational and Divisional data entry and management standards.
- Assist in reviewing and maintaining policies, procedures and documentation associated with each program.
- Contribute to accurate and efficient quarterly reports that profile program activity, evidencing alignment with Divisional and Cancer Council strategic goals, as directed. Assist in identifying potential gaps in service and areas for program development.
- Contribute to a person-centred culture by actively working to improve our understanding of client needs and enhance the client experience across our staff and services
- Implement any necessary policies or procedures required to ensure data integrity and adherence to privacy standards

Such other duties as directed and consistent with an employee's level of skill, competence and training

KEY SELECTION CRITERIA

Essential Criteria

Qualifications, Experience, Knowledge and Skills

- A Diploma of Community Services (Financial Counselling) or Diploma of Financial Counselling
- Member of, or be eligible for membership with Financial Counselling Victoria (FCVic)
- A thorough knowledge of consumer law, client's rights and entitlements, and resources for assisting people experiencing stress in managing their financial affairs
- Experience in the community sector and/or in the provision of legal or welfare information services
- Intermediate computer literacy including familiarity with a customer management database and/or file management software and MS Office, including the ability to manage data to ensure information is complete, accurate and accessible.
- Well-developed stakeholder engagement and management skills
- Experience in the delivery of support and information to clients via telephone
- Highly developed active listening and communication skills with a demonstrated ability to empathise and to manage clients in stressful and vulnerable situations.
- The ability to communicate complex information in a practical, accurate and understandable manner.

- Flexible, pro-active and resilient attitude, including the ability to work with minimal supervision.
- Experience in the community sector and/or in the provision of legal or welfare information services.
- Ability to follow and monitor adherence to standard protocols and procedures, identify areas for improvement and update accordingly.

Desirable Criteria

- Cancer-related knowledge and experience, and an awareness of supportive care needs, relevant to this population
- Understanding of superannuation and associated insurances
- Experience working with health professionals such as social workers
- Experience working with vulnerable people
- Knowledge of the Health System and Community Care in Victoria

Special Requirements

- Non-smoker
- Right to work in Australia
- Satisfactory completion of National Police Check