

Position Description

Position title:	FIM Consultant	Unit:	Social Responsibility
Reports to:	FIM Consultant	Project:	Family Income Management
Primary location:	Community based	Direct reports:	0
Date:	June 2010	Job classification:	Level 3/4

About the organisation

Cape York Partnerships (CYP) is the lead Indigenous organisation for the implementation of welfare reform in Cape York Peninsula.

Our vision

That the people of Cape York Peninsula have the capabilities to choose lives they have reason to value.

Our mission

To lead and enable reform by building innovative partnerships between Indigenous individuals and families, government and the philanthropic and corporate sectors.

Our values

Personal responsibility - We take and expect personal responsibility

Belief - We respect and believe in the potential of all people

Reform - We build reform partnerships

Excellence – We will be an exemplary organisation

Every Child - We believe that every child is special and deserves a good future

About the project

Family Income Management (FIM)

Family Income Management (FIM) is a voluntary service designed to support individuals and families, with the education, information and ongoing support needed to manage their money and meet their obligations.

FIM supports individuals and families to manage money for basic material needs, build capabilities through financial literacy and build assets through saving and disciplined money management.

About the role

The FIM Consultant is responsible for working with individuals and families to provide counselling on income management. The major accountabilities of the position are service provision, relationship management, administration and reporting. This role reports to the Senior FIM Consultant and has no direct reports.

CYP Objectives
<ul style="list-style-type: none"> • Manage money so that basic material needs (food, clothing, shelter etc) are provided for; • Enable families to build assets and realise aspirations through saving and disciplined money management; • Manage money as a means of tackling addictions to alcohol, drugs and gambling and to develop alternative ways for people to express cultural reciprocity; • Rebuild social norms and capabilities through financial literacy and cultural reciprocity; • Take the stress out of money; • Provide financial management support for mobility.

Key accountabilities		
Key result area	Major activities/deliverables	Key performance measures
Service Provision	<ul style="list-style-type: none"> • Promote FIM products and income management processes to individuals and families; • Engage new participants and develop the capacity of individuals and families to effectively manage income; • Support participants involved in FIM to stay motivated; • Follow-up participants who disengage from the scheme and encourage ongoing participation; • Liaise with relevant partners and government agencies to ensure participant account data is up-to-date and accurate; • Review progress of participants and assist individuals and families to deal with problems; • Identify and investigate group purchasing arrangements to source goods and services; • Contribute to team and project processes and capabilities to maximise project delivery and performance. 	<ul style="list-style-type: none"> • Activity tracker shows evidence of promotion of project initiatives and community understanding; • Sign up rates are consistent with targets and recorded correctly; • Retention rate of participants; • Number of past participants signing back on to the program and re-committing; • Recorded follow-up activities; • Participants are able to identify and discharge responsibilities to each other and their communities; • Number of local FIM group purchasing initiatives developed and implemented; • Project team KPIs met on time and within targets.
Relationship Management & Engagement	<ul style="list-style-type: none"> • Assist with community education and awareness raising activities; • Foster constructive relationships within the community to ensure FIM reputation is positive; • Exchange information and keep partners informed and up to date. 	<ul style="list-style-type: none"> • Participation rate in promotional activities; • Partners and LPOs demonstrate consistent understanding FIM project initiatives within the community; • Effective, credible relationships exist as measured by survey results and participation levels; • Timely support and information provided to consultants.
Administration and Reporting	<ul style="list-style-type: none"> • Gather, collate and record participant data; • Complete all documentation and reporting requirements ; • Report issues and risks to Senior Consultant; • Update and agree weekly task list with line 	<ul style="list-style-type: none"> • Files up-to-date, accurate and consistent with CYP standards; • All documentation and reporting requirements are actioned and forwarded to Cairns office in a timely manner

Key accountabilities		
Key result area	Major activities/deliverables	Key performance measures
	manager.	<ul style="list-style-type: none"> • Issues and risk logs kept up to date and escalated; • Weekly task list and activity tracker are up-to-date and priorities agreed.
Continuous Improvement	<ul style="list-style-type: none"> • Contribute to continuous improvement initiatives within the program, identify improvement opportunities and act on improvement directives; • Comply with CYP standards, policies, protocols and guidelines; • Ensure regular monitoring occurs with outcomes received and fed back. 	<ul style="list-style-type: none"> • % of approved improvement initiatives implemented within required timeframes and agreed approach; • CYP policies and procedures adhered to; • Weekly 1:1 meetings occur, are documented, monitored and provide evidence of feedback loop.
Health and Safety Management	<ul style="list-style-type: none"> • Ensure safe work practices and a safe work environment is maintained at all times; • Comply with the CYP health and safety policies and procedures; • Seek advice or assistance before commencing an unfamiliar work practices. 	<ul style="list-style-type: none"> • Safe work practices adhered to; • Workplace health and safety policy adhered to; • Hazards identified, minimised, isolated or eliminated as appropriate.
Team Member	<ul style="list-style-type: none"> • Models a positive culture by living the organisational values through actions and behaviours • Participate in weekly 1:1 meetings with line manager to ensure that individual actions and contributions enhance the success and reputation of CYP; • Maintain and/or extend knowledge and skill base required for effective performance; • Maintain productive working relationships and provide collegial support; • Participate in own performance review and identifies learning/development needs; • Negotiate with line manager to complete appropriate education and training; • Complete additional duties / projects to the required standards and within negotiated timeframes; • Demonstrates a flexible approach to work hours when required. 	<ul style="list-style-type: none"> • Behaviours consistent with organisational values and expected behaviours; • Weekly task list and activity tracker are up-to-date and priorities agreed. • Current knowledge of issues, trends and practices demonstrated; • Evidence of team functioning and support; • Performance review outcomes documented, objectives and training requirements agreed, previous performance targets met, • Approved education and training undertaken and evidence of learning outcomes applied in workplace; • Additional duties / projects undertaken as agreed with the Director to the required standards and agreed timeframes.

Qualifications and experience
<p>Consultant Experience</p> <ul style="list-style-type: none"> • Business qualifications or a minimum 2 years demonstrated customer service and/or sales experience; • Expertise to consistently deliver a high level of customer service and develop and maintain on-going customer relationships; • Previous bank teller experience and/or knowledge including moderate math skills (addition, subtraction, multiplication, division).

Other Essential criteria

- Strong work ethic and a self-starter;
- Capacity to develop rapport with a wide range of diverse groups and gain their confidence and commitment;
- Sound judgment to think through complex issues and develop workable solutions to challenges;
- Demonstrated negotiation skills to sell difficult concepts and influence positive outcomes;
- Ability to develop strong networks with diverse key partners;
- Ability to report information with a high level of accuracy and clarity;
- Advance use of Microsoft software (Outlook, Word, Excel);
- Evidence of a current valid manual drivers licence;
- Willingness to travel away from base location across Cape York regions and Cairns (4WD);
- Possess a Blue Card (or if successful provide evidence of obtaining/applying prior to commencement);
- Evidence of a successfully completed Police Check;

Desirable criteria

- Understanding of the political and legal framework in which the organisation operates;
- Knowledge of behaviour change and/or social and economic development;
- Knowledge of Cape York Peninsula; its peoples, cultures and/or environs;
- Experience working on a welfare reform project.

Key attributes

- Consistent with CYP's values and behaviours;
- Initiative and self motivation;
- Results focussed;
- Analytical and problem solving ability;
- Communication (verbal and written) skills;
- Capacity to build and sustain respectful professional relationships;
- Personal leadership;
- Behave in a way that contributes to a workplace that endorses diversity and is intolerant of discrimination, harassment and bullying behaviour.

Key partners

Contact	Purpose	Frequency
FIM Project Manager	Strategic direction and support.	Monthly
Senior FIM Consultant	Operational direction and support; liaison regarding day to day issues, and risk / issue reporting.	Daily
Other FIM Consultants	Liaison to provide progress reports and information sharing	Fortnightly
Individuals and Families	Liaison, negotiation, support and information sharing on FIM services and individual issues	Daily
Local Businesses	Liaison, negotiation and information sharing regarding the implementation of projects	Weekly
CYP Office Staff	Policy direction and developments	Monthly (as required)
Other FIM Teams	Liaison to provide progress reports and information sharing.	Fortnightly
Government Departments and	Liaison, negotiation and information sharing regarding	Daily / Weekly

Key partners		
Contact	Purpose	Frequency
Partners	the implementation of projects and participant activity	

Other relevant information
<p>Key challenges</p> <ul style="list-style-type: none"> • Works with people from different backgrounds and within an innovative environment so requires a willingness to learn and teach when required; • Works for a Not For Profit organisation so essential to optimise available resources; • Operates in a 'community' environment so may encounter limited observance of CYP values so essential to focus on resolving problems and concentrating on achieving objectives; • The vision and strategy of CYP is defined so need to be focussed on practically supporting the ideas and agendas of the organisation; • CYP operates in an opportunistic environment which results in sudden direction changes so requires flexibility, resilience and a readiness to grasp new directions.
<p>Further Reading</p> <p>There are a number of existing documents produced and drafted that will help provide insight into the project and will assist in gaining an insight into the work required of this role (these will be supplied upon commencement of employment).</p> <p>Additional Other Reading:</p> <ul style="list-style-type: none"> • Our Right to Take Responsibility by Noel Pearson; • Up From The Mission by Noel Pearson.

It is the responsibility of the user to be aware of, and have an understanding of this document. Should the user wish to clarify any aspect of the document they are advised to contact their line manager or the HR Manager.

Employee Name:		Manager Name:	
Position Title:		Position Title:	
Employee Signature:		Manager Signature:	
Date signed:		Date signed:	