

## **RURAL BUSINESS SUPPORT OFFICER POSITION DESCRIPTION**

Rural Financial Counselling Service (RFCS) Gippsland provides free, confidential and independent business planning and support services to farming enterprises and small rural businesses across south-eastern Victoria.

RFCS Gippsland's primary objective is to assist clients to implement improvement plans for financial performance of their business as well as their personal wellbeing.

Our business support team assists clients with planning decisions by analysing their financial circumstances and identifying their business options; and help clients identify ways to become self-reliant and better equipped to manage change and adjustment.

Our team uses a case management approach which assist clients to identify the actions they need to take to achieve self-reliance, and to record progress against those actions so that clients can reach a recognisable and clearly defined outcome.

A current driver's license is essential and frequent travelling is required. Some after hours work may be required and occasional overnight absences may occur for training, conference attendance and/or remote client visits. Our team members are located in remote areas and will often be required to work without direct day-to-day supervision. However, regular performance reviews, mentoring and professional supervision is provided.

Rural Business Support Officers are required to undertake a Diploma of Financial Counselling (Rural) within 6 months of commencing. On the job training and continued professional development will also be provided.

Our team must be flexible to meet the needs of our community. You may be required to support other locations to address both short and long term service needs.

There are currently three positions available and will be based in Bairnsdale and Leongatha. All positions are and offered with flexible working conditions (by negotiation) to suit the applicant, however it is expected that hours worked will be a minimum of 60hrs per fortnight (*up to max. of 75hrs*).

These position will work under the direction of our RFCS Team Leader, and will be mentored by our existing senior staff and Counselling Coordinator.

**If you join our team, you will have:**

**Personal effectiveness** | Demonstrated ability to manage and adjust work to achieve goals; accept responsibility for mistakes and learn from them; always displaying respect and courtesy to others

**Team effectiveness** | Collaborative approach for information, learning and effort; understanding and appreciation of diversity in the workplace, capability to work with others to reach common goals; support and building positive and constructive relationships; communicate clearly and concisely ensuring messages are understood; ability to express ideas clearly, listen effectively and provide feedback constructively.

**Organisational effectiveness** | Understanding of how an individual's role and work contributes to achieving organisational goals; ability to think ahead and plan accordingly.

Our Values	Demonstrated behaviour
RESPECT	We show respect by treating everyone with dignity; expressing genuine care and concern for others; and having an appreciation that all people and circumstances are different.
INTEGRITY	We treat everyone with honesty and fairness in a professional and engaging manner; we take responsibility for our actions.
TRUST	We build trust by being open, honest, respectful and reliable with each other and with our clients.
ACHIEVEMENT	We are an inclusive organisation recognising the contributions and achievements of everyone involved in our organisation's success.
COMMUNICATION	We value the opinion of others and commit to fostering a culture of open and honest communication and transparent and fair decision making.

## DUTY STATEMENT

Using a case management framework, Business Support Officers must assist and support clients to do the following:

1. Understand financial position and the viability of farm and/or business;
2. Identify options to improve that financial position;
3. Develop a plan based on client preferred options for improvement and adjustment;
4. Assist with the implementation of plan;
5. Assist clients to deal with creditors and lending institutions in relation to:
  - i. Payment arrangements;
  - ii. applications and contracts; and
  - iii. processes relating to farm debt mediation;

6. Provide information, refer, and assist clients to access programs provided by government, industry, and other professional support services; and
7. Required to keep up to date and auditable records of all client interactions and activities within a computerised client management system, as well as monthly reporting of client activities and other relevant information relating to the role.

The positions are offered as a contract position *up to* 30 June 2023 with the possibility of renewal dependent on ongoing Government support for the program post this date.

#### KEY COMPETENCIES

- **Well-developed communication skills:** ability to communicate with a diverse range of stakeholders in a one-on-one or group setting;
- **Problem solving:** high level analytical and innovative skills, together with demonstrated ability to obtain and analyse relevant financial data and develop and present a range of business options;
- **Risk Management:** acknowledgement and awareness of risk frameworks, mitigation strategies, controls and assurance;
- **Self management:** demonstrated ability to self-motivate, plan, manage and prioritise, to meet competing deadlines while working with a range of stakeholders;
- **Technology:** Demonstrated proficiency in IT, including a sound working knowledge of all administrative applications and the ability to use IT programs to enter data, maintain records, and undertake detailed analysis of data and information;
- **Safety:** awareness and understanding of Workplace Health and Safety requirements, and a proven ability to mitigate risks in an employment situation;
- **Privacy & Confidentiality:** demonstrated awareness of privacy and confidentiality legislation and requirements.

#### SELECTION CRITERIA

1. Minimum 5 years experience in a financial, business management or counselling role;
2. Demonstrated ability to prepare detailed financial analysis for clients, and the ability to develop and present a range of financial and business improvement options;
3. Demonstrated understanding of rural issues, including a range of farm enterprise activities and business management issues;
4. Demonstrated ability to use technology to manage, report, highlight and present data (not specifically financial data as required under point 2);
5. Current unrestricted driver's licence;
6. You must be an Australian resident to apply for this position.

## **POLICE CHECKS**

The successful applicant will be required to undergo a police check as part of the selection process.

The suitability of applicants to perform the role of a Rural Business Support Officer may depend on the results of a criminal history check performed by the relevant police authority.

## **SELECTION PROCESS**

Applicants should address each individual key competency and selection criteria in writing in their application and provide contact details for two work or professional referees.

At interview, applicants will be asked to demonstrate competencies in financial analysis, the development of business options and interpersonal skills.

## **SALARY**

Contracted position up to 30 June 2023

Range [\$63,000 - \$94,000 FTE] depending on qualifications and experience, plus superannuation.

A vehicle may be provided for this position, otherwise a vehicle allowance will be paid for all business travel.

Our service offers a flexible workplace and salary sacrifice package, with benefits up to the maximum (\$15,900).

This job description indicates the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role. Duties may be varied and or amended from time to time.

Kylie Holmes  
Executive Officer  
Rural Financial Counselling Service (Victoria) – Gippsland  
Leongatha Office

April 2022