

BUSINESS SUPPORT OFFICER POSITION DESCRIPTION

OVERVIEW

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 the financial performance of their business, as well supporting their personal wellbeing.

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

Our organisation utilizes a structured case management approach to support clients to develop and implement actions, and to record progress against those actions so that clients can reach a recognisable and clearly defined outcome.

As frequent travelling is required a current driver's license is essential. 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.

Business Support Officers are required to undertake a Diploma of Financial Counselling (Rural) within 6 months of commencing; previous experience may be considered as RPL. Other specific 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.

The position will be based in Maffra (West Gippsland) but will be required to support clients in the surrounding shires. RFCS Gippsland provides flexible working conditions to suit the applicant, however it is expected that hours worked will be a minimum of 60hrs per fortnight (*up to* max. of 75hrs).

The position will work under the direction of the CEO and be mentored by our Counselling Coordinator.

The position is offered as a contract position *up to* 30 June 2026 with the possibility of renewal dependent on ongoing Government support for the program post this date.

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
INTEGRITY	Respect & trust are our core values & are embedded in everything we do
COMMUNICATION	We value open, honest & authentic communication, recognising diversity of thoughts
RECOGNITION	We recognise & celebrate individual & team effectiveness
IMPROVEMENT	We encourage 'bigger thinking' & are focused on continuous improvement

Our organisational values are underpinned by acceptable workplace behaviours included in our 'Rules of Engagement'. All staff are required to demonstrate our values and comply with all policies and procedures.

DUTY STATEMENT

1. Using a case management framework, Business Support Officers must be able to *assist and support* clients to:
 - a) Understand financial position and the viability of farm and/or business;
 - b) Identify options to improve financial position;
 - c) Develop a detailed business plan based on client preferred options for improvement and adjustment;
 - d) Implement business plan initiatives;
 - e) Manage creditors and lending institutions in relation to:
 - i. Payment arrangements;
 - ii. Applications and contracts; and
 - iii. Processes relating to farm debt mediation;
2. Provide information, refer, and assist clients to access programs provided by government, industry, and other professional support services;
3. Maintain up to date and auditable records of all client interactions and activities within a computerised client management system (CMS);
4. Monthly reporting of client activities and other relevant information relating to the role; and
5. Attend community and industry events to present/promote services to engage with stakeholder and clients and create referral pathways to RFCS Gippsland services.

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 planning skills, together with demonstrated ability to analyse relevant financial data, develop and present a range of business options;
- **Risk Management:** acknowledgement and awareness of risk frameworks, mitigation strategies, controls and assurance pertaining to business operations and workplace;
- **Self management:** demonstrated ability to self-motivate, plan, manage and prioritise tasks 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/consulting 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 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 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 based on a case study provided prior to interview.

Only applications submitted via RFCS Gippsland job board by **14 June 2024** will be considered.

SALARY

Contracted position *up to* 30 June 2026

Range [\$88,000 - \$118,000 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

May 2024