

Position Description

Role:	Personal Financial Consultant
Business Unit:	Client Services
Classification:	Career Level 2
Location:	Footscray/Dandenong/Bendigo
Reporting to:	Team Leader, Client Services
Direct Reports:	None

Organisational Environment

State Trustees is a state government owned company that plays an important role in building awareness and educating the community to protect the legacy and financial affairs of Victorians - we believe every Victorian deserves to live on, that's why we exist.

We have an uncompromisingly client-focused working environment that is supportive, inclusive and team-oriented. We employ over 400 people from a range of backgrounds and industries enabling us to provide administration, trustee and estate related services - as well as, the State's community services obligations, for the public benefit, often in circumstances where no other provider will meet their needs.

State Trustees operates as efficiently as possible, consistent with prudent commercial practice, while maximising our contribution to the State's economy and well-being.

We make a difference in the lives of Victorians by providing an empathetic, dedicated and client centric service - the best interests of our clients are at the heart of everything we do.

Financial Administration

The Financial Administration Division is responsible for helping clients by providing supportive services to assist them in ensuring financial security, management of legal interests and access to entitled benefits. Financial Administration clients are those Victorians who the Victorian Civil and Administrative Tribunal (VCAT) has determined should have their financial affairs administered by State Trustees. There are currently approximately 9500 VCAT appointed clients. Financial Administration employees are located at Footscray, Dandenong and Bendigo.

The impact you'll have....

The Personal Financial Consultant administers the financial and legal affairs of a portfolio of clients who have been appointed by VCAT and no longer have the capacity to manage their own affairs.

Accountabilities

Accountability	Key activities to deliver on accountability
Clients' financial and legal administration	<ul style="list-style-type: none"> • Makes financial decisions on behalf of clients in accordance with legislative requirements, prescribed policies, work instructions and service standards • Consults with clients in relation to the management of their financial and legal affairs where appropriate • Develops and administers client budgets including approving payments • Secures clients' financial entitlements • Identifies and protects the clients' assets and legal rights • Transfers files to the appropriate team as required • Attends critical VCAT hearings on behalf of State Trustees • Comply with legislation, policies, work instructions and service standards
Stakeholder Engagement	<ul style="list-style-type: none"> • Maintains meaningful communication with clients and their support persons in regard to clients' financial and legal circumstances • Liaises with Centrelink, Office of Public Advocates and other external stakeholders to ensure clients receive benefits and services entitled to them • Builds and maintains strong relationships with all key internal and external stakeholders
Information Management	<ul style="list-style-type: none"> • Provides reports to VCAT in relation to clients' circumstances in accordance with the Guardianship and Administration Act • Records all events and communications with clients, family members and stakeholders in the appropriate systems • Provides clients with information on their financial and legal affairs when requested

Decision making

Decisions made independently by this position:	<ul style="list-style-type: none"> • Managing the administration of client financial and legal affairs including making financial decisions in the best interests of the clients and in the least restrictive manner • Engaging and instructing Internal Service Providers • Acting on Internal Service Providers' recommendations • Recommendations to supervisor about how to manage risks
Decisions made after consultation with supervisor:	<ul style="list-style-type: none"> • Requesting a VCAT hearing • Departing from usual business processes to account for unusual complexity/risk
Decisions referred to supervisor:	<ul style="list-style-type: none"> • Workflow allocation • Expenditure beyond levels authorised by the State Trustees Client Authorities Policy and Corporate Delegation of Authority

Key communications

Contact / organisation	Purpose of communication
Internal	
Legal Review Committee (LRC)	To review and get direction on issues of legal or regulatory risk
Internal Service Providers	To request specialist advice (tax, financial planning, legal) or support services necessary to meet the specific needs in managing clients' financial and legal affairs
Client Relations Consultants and Personal Financial Consultants - TPD and Estate Confirmation	To share information across the team as required to ensure the efficient administration of clients' portfolios
External	
VCAT	To seek direction and/or approval for decisions that fall outside of State Trustees' authority when it relates to managing clients' affairs
Centrelink & Department of Veteran Affairs	To obtain and secure client entitlements
Office of the Public Advocate (OPA)	To liaise with OPA guardians to ensure lifestyle decisions are made in accordance with clients' financial circumstances
External Support Services (e.g. case managers, social workers)	To liaise with these services to support clients' financial needs
Accommodation Facilities	To liaise with accommodation facilities to establish fees and maintain appropriate payments

Knowledge, skills and experience requirements

Essential:

- Relevant administration experience
- Demonstrated ability to prepare commercial standard correspondence, reports and recommendations
- Well-developed professional communication skills (written and spoken)
- Understanding and experience dealing with clients with a disability
- Competent financial literacy
- Basic computer literacy including competent use of Microsoft Office

Desirable:

- Tertiary qualification in law, business or accounting
- Experience managing budgets and/or being responsible for finances
- Knowledge of relevant legislation, particularly the Trustees Act 1958, Guardianship and Administration Act 1986 and State Trustees (State Owned Company) Act 1994

Key Competencies

Financial literacy and numeracy: Apply intermediate knowledge of maths and financial concepts
Building and maintaining relationships: Develop and nurture key internal and external contacts
Problem solving and decision making: Solve problems and make decisions with minimal guidance
Time management: Plan and organise time outside established priorities
Influencing and negotiating: Influence and negotiate with moderate autonomy
Client focus: Add immediate value to clients and stakeholders