



AgBiz Assist Ltd Trading As  
**Rural Financial Counselling Service  
Victoria–North East**

ABN 42 120 418 582  
PO Box 1619, Wodonga Vic 3689  
[www.rfcsvcne.org.au](http://www.rfcsvcne.org.au)

T: 1300 834 775 F: (02) 6100 6123 E: [info@rfcsvcne.org.au](mailto:info@rfcsvcne.org.au)

## Position Description –Client Engagement and Support Officer – Wodonga

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<b>Effective from</b>	Dec 2018
<b>Fixed term</b>	12 Months

### BACKGROUND

AgBiz Assist Ltd (AgBiz Assist) provides rural financial counselling services to primary producers and small rural businesses in rural areas which are experiencing severe financial hardship. This service is provided under the trading name Rural Financial Counselling Service Victoria –North East, and covers all the Local Government Areas in the Hume Region and the Campaspe Shire and bordering areas of southern NSW.

The objective of the service is to assist clients to become self-reliant and better equipped to manage change and adjustment. Funding for the organisation is largely from the Federal Department of Agriculture and Water Resources (DoAWR) and Agriculture Victorian (AV). AgBiz Assist is a not-for-profit and public benevolent organisation, which affords it special taxation status.

The rural industry is changing and is subject to unprecedented pressures of ongoing drought, water shortages and climate change. In addition, the environment in which AgBiz Assist operates is characterised by a high level of government involvement and legislative requirements.

All employees are expected to behave and carry out their work in accordance with AgBiz Assist's values.

## OUR VALUES

Our values reflect how we work with our colleagues, stakeholders, and the wider community. We demonstrate our organisational values in the following ways:

Organisational Value	Demonstrated behaviour
RESPECT	We will show respect and consideration to all those with whom we deal, by treating them with dignity, empathy, and courtesy.
INTEGRITY	We will be honest, fair, ethical and trustworthy at all times, and take responsibility for our actions.
POSITIVITY	We will encourage positivity in our fellow workers, and discourage negativity. We will effectively adapt to changing circumstances.
TEAM SPIRIT	We will work together as a team, working in partnership with our fellow workers to achieve the goals of our organisation.
CLIENTS	Because we care about the people and community in which we live, we will provide the best service we can to our clients, by ensuring that we are well trained, well qualified, and work in a timely manner according to the published processes and procedures of the organisation.
CARING FOR OUR PEOPLE	We will advocate and support our fellow workers and assist them to reach their full potential. We will contribute to ensuring that our working environment is enjoyable for all. We will encourage safe working practices in our fellow workers, and actively discourage unsafe working practices.
INVOLVEMENT	We will encourage our people to be involved in activities within the organisation, by contributing to, influencing, and challenging the processes and decisions made within the organisation.
COMMUNICATION	We commit to open honest and timely communication within the organisation, and open and transparent decision making.

## POSITION SUMMARY

<b>Position Title</b>	<b>Client Engagement and Support Officer</b>
EFT	0.6 EFT
Employment type	Part-Time – Fixed Term
Contract Period	12 months
Location	Wodonga

## POSITION DESCRIPTION

The Client Engagement and Support Officer (Wodonga) will administer client engagement and marketing in collaboration with the communications officer, this includes supporting the new national RFCS engagement strategy, marketing and branding and client engagement events. The position will also support client intake and client data and record keeping and provide case management and administration support to the rural financial counselling (RFC) team. Assisting RFC clients with information provision and accessing Government support programs and referrals. The position also includes some general administrative support to management and the delivery of the Rural Financial Counselling Service Program. This position works under the direction of the Executive Officer and RFC Coordinator.

## ORGANISATIONAL RELATIONSHIPS

Title of position's manager	Executive Officer
Position titles which also report to manager	Finance Officer, Rural Financial Counsellor Coordinator, Executive Assistant (Wodonga)

## POSITION DIMENSIONS

Staff reporting directly	0
Staff reporting indirectly	0

## KEY RESPONSIBILITIES

- Provide client case management assistance to RFC's to ensure clients are provided with information, referrals and documentation.
- Assist clients to access and apply for Government assistance programs. This may involve meeting with clients.
- Assist with client intake and client file management including recoding data on the RFCS Portal.
- Coordination of RFC client engagement activities, this includes supporting the implementation of the national RFCS engagement strategy, marketing and branding and client engagement events.

POSITION DESCRIPTION –CLIENT SUPPORT OFFICER – SHEPPARTON & WODONGA v1.0

- Develop and maintain website content, Facebook and other social media and engagement/marketing platforms.
- Assist RFC clients prepare financial information and documentation.
- Represent/support the RFC service delivery at meetings and service provider/recovery activities.
- Provide general administration support to management as required and day to day office tasks, including answering phones, maintaining office supplies, photocopying, mail register, and IT system support.
- Develop and maintain service provider contact information database relevant to geographic locations
- Maintain accurate records, including all client contact.
- Supporting internal operations such as co-ordinating meeting calendars, preparing agendas, distributing documentation, attending meetings, and preparing and distributing meeting minutes.

**Measurable outcomes**

- Clients provided with timely and practical support to access the RFC Service, services and government programs.
- Clients can access up to date information through multiple electronic platforms and engagement events and programs.
- RFCS Vic North East marketing and branding is transitioned to the new National RFCS branding.
- Client contact is recorded and acted on within a timely manner.
- Current and accurate service provider contact database relevant to geographic locations
- Administration support is provided to management and the RFC service delivery team.
- Administrative role in relation to supporting the management aspects of the office’s day to day operations is conducted in a timely and appropriate manner.
- Meeting agendas, documentation and minutes are prepared and distributed in a timely manner.

**WORKING RELATIONSHIPS**

Contact/Organisation	Purpose	Frequency
<b>Internal</b>		
Executive Officer, RFCC, FO, RFCs & other administrative staff.	Office administration and IT support	As required
<b>External</b>		
Key stakeholders, equivalent members of other organisations, RFCS clients, suppliers of goods and services to the organisation	Various, including organisational and information	As required

## **QUALIFICATIONS, SKILLS, KNOWLEDGE & EXPERIENCE – Key Selection Criteria**

1. Knowledge of human services and case management. Ability to support people to access Government support and develop and maintain local service systems contacts and networks.
2. Demonstrated skills in dealing with people who are experiencing stress (financial and emotional).
3. Knowledge of financial information, budgets and cash flows.
4. Demonstrated understanding of agri-business conditions particularly the dairy industry, rural issues, family own business and rural communities.
5. Demonstrated experience in client engagement, information
6. Relevant experience in office administration and business support. Demonstrated understanding of administrative functions and office practices, including organising and maintaining relevant documentation for meetings and minute secretary support to committees.
7. Demonstrated ability with IT, word processing, spreadsheets, presentation applications, email and databases.
8. Demonstrated ability to exercise initiative and discretion and to maintain a high level of confidentiality.
9. Demonstrated ability to manage varied and conflicting demands to agreed standards and timelines.
10. Excellent oral and written communication skills.
11. Working knowledge of Occupational Health & Safety & Environmental matters as they relate to work practices.
12. Understanding of and commitment to maintaining client privacy and confidentiality. Willingness to provide a National Police Check.
13. Current unrestricted Drivers Licence as some driving within the service region may be required.