

Job Title	Program Manager – Financial Counselling, Mortgage Stress Victoria
General	
Vision	WEstjustice believes in a just and fair society where the law and its processes don't discriminate against people, and where those in need have ready and easy access to quality legal education, information, advice and casework services.
Purpose	To service the legal needs in the West in a way that addresses the systemic nature of disadvantage.
Reports to	Legal Director, Mortgage Stress Victoria
Term	See Contract
Scope	You will be assigned to Mortgage Stress Victoria, an integrated legal, financial and health wellbeing program assisting people experiencing mortgage stress and financial hardship across Victoria.
Key Responsibilities/Expectations	
	<p>In addition to the responsibilities of a Senior Financial Counsellor, the Program Manager will be responsible for:</p> <ul style="list-style-type: none"> • Providing financial counselling services including assessing and analysing the client's situation and providing comprehensive support to assist the client in addressing their financial issues, including advocacy and negotiation in more complex matters, provision of information and options, and client upskilling and building of financial literacy and agency. • Managing rostered appointments of financial counsellors on the Mortgage Stress Victoria client advice and rights phone line. • Managing computer operations including the use of client management and telephony cloud-based software. • Managing a team of Senior Financial Counsellors and/or Financial Counsellors, including: <ul style="list-style-type: none"> ○ Casework strategy and subject matter expertise support. ○ File reviews and case load management and support, as required. ○ Providing oversight as the Nominated Person for financial counselling matters including management of staff, creating work and personal development plans, and conducting work in progress meetings and performance reviews. ○ Formal supervision, including regular individual meetings. ○ Leave approval. ○ Manage team resources. • Establishing and maintaining client referral pathways with key industry, government and community contacts. • Contributing to involvement in external stakeholder relationships, networks and steering committees. • Ensuring compliance with WEstjustice's and Mortgage Stress Victoria's policies, risk management processes and best practice guidelines. • Identifying needs of the team and feeding into budget discussion. • Establishing and maintaining best practice and ensure work is of high quality and standard. • Supporting the Senior Leadership Team to ensure that there is cohesion across the organisation and a positive workplace culture.

	<ul style="list-style-type: none"> • Supervising and contributing to creating and maintaining a culturally safe service for Aboriginal and Torres Strait Islanders and other groups experiencing systematic marginalisation. • Contributing to the development and implementation of WEstjustice's and Mortgage Stress Victoria's Strategy and Impact Areas. • Working with the WEstjustice CEO, Director of Operations + Strategy and Legal Director of Mortgage Stress Victoria and Senior Management to ensure continuity of funding and contribute to the development and review of WEstjustice's Funding Strategy. • Assist with the implementation of WEstjustice's Strategy 2020-23, Impact Areas 2020-23 and the Mortgage Stress Victoria Program Strategy 2020-23. • Other relevant work as directed.
Qualifications & Skills	
Key Selection Criteria	<p>Mandatory</p> <ol style="list-style-type: none"> 1. Hold the Diploma of Financial Counselling (or equivalent) and eligible for or hold full membership of Financial Counselling Victoria. 2. Demonstrated practice experience, including managing all aspects of casework and case management to a very high standard and/or demonstrated financial counselling advocacy experience including developing and coordinating highly effective strategic impact work. 3. Demonstrated leadership and management skills, including: <ul style="list-style-type: none"> • Experience leading a team, including management and supervision of staff (senior and junior financial counsellors, volunteers, and students). • Ability to handle and resolve challenging situations or issues. • Ability to lead and mentor staff in systemic impact work. • Aptitude to make reasoned, strategic decisions in a collaborative manner, including competing priorities in a busy workplace. • Capability to work autonomously with limited direction from management. 4. Strong commitment to social justice, community education and engagement, including a demonstrated understanding of the social context of law and the issues faced by communities experiencing vulnerability and the ability to contribute to WEstjustice's systemic impact work. 5. Demonstrated ability to think and act strategically and with high integrity to meet clients' needs. 6. Demonstrated ability to work effectively and engage with relevant external agencies and stakeholders. 7. Community education experience (training or teaching) including the ability to prepare and deliver presentations. 8. Excellent written and oral communication skills. 9. Demonstrated understanding of and commitment to WEstjustice's Vision, Purpose, Strategic Plan and Impact Areas.

	Desirable: <ol style="list-style-type: none">1. Prior experience in writing successful grant applications and/or securing project funding and/or developing and managing budgets.2. Prior project management skills and experience.
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Last Reviewed: 30/05/2023

Next Review: 30/05/2024