

Job Title	Financial Counsellor, Economic and Housing Rights Program – Financial Safety
General	
Westjustice Vision	Fairness, Safety and Justice for Melbourne's West.
Westjustice Purpose	We deliver targeted services and drive meaningful change.
Reports to	Program Manager, Financial Safety Program
Term	12-month fixed term
Scope	<p>The Financial Counsellor will join the Westjustice team to undertake work that will improve the lives of people experiencing financial disadvantage.</p> <p>Project specific work includes: Restoring Financial Safety – This is a project aimed at assisting family violence victims-survivors experiencing economic abuse.</p>
Work Type	Full Time
Location	Werribee and other Westjustice locations as required
Key Responsibilities/Expectations	
	<ol style="list-style-type: none"> 1. Delivery of financial counselling services including assessing and analysing the client's situation, and providing comprehensive financial counselling support to assist the client in addressing their financial issues, including advocacy and negotiation, provision of information and options, client skill building, and further referral; 2. Participation in service delivery clinics and subsequent follow up of casework and advice services; 3. Participation in the collection of statistical information as required; 4. Identify systemic legal and policy issues arising from Financial Counselling work and participate in the Centre's broader policy and advocacy initiatives; 5. The development of external relationships with key individuals and stakeholders of WEStjustice and supporting internal staff with advice and information on financial counselling issues arising out of casework; 6. To contribute to community education via written materials, speaking engagements and participation in local community networks as required; 7. To approach legal issues from a consideration of wider social experience and provide appropriate referrals to community and welfare organisations; and 8. Comply with all relevant laws and standards, including Westjustice's policies, procedures, risk management processes and best practice guidelines. 9. Contribute to Program processes and systems, monitoring and evaluation, and internal working groups, to ensure we are running an effective legal 10. Other tasks as directed as required.
Qualifications & Skills	
Key Selection Criteria	<p>Mandatory</p> <ol style="list-style-type: none"> 1. Hold the Diploma of Financial Counselling (or equivalent), or currently enrolled in the Diploma; 2. Eligible for membership of Financial Counselling Victoria; 3. Demonstrated ability to engage and communicate with people experiencing disadvantage, other support agencies, government, utility providers, relevant networks and industry bodies; 4. A demonstrated interest in and commitment to social justice, including awareness of issues such as homelessness, mental health, family

	<p>violence, disability, drug and alcohol problems and criminalisation;</p> <ol style="list-style-type: none"> 5. Demonstrated ability to work as part of a small team and independently; 6. Sound technical knowledge and some paralegal skills, in particular concerning credit and debt issues affecting clients and their rights and obligations; 7. Ability to communicate complex information in a practical, accurate and understandable manner; 8. Sound organisational, time management and planning skills including the ability to prioritise tasks and manage competing demands; and 9. Intermediate computer literacy skills including familiarity with databases and/or file management software and MS Office. <p>Desirable</p> <ol style="list-style-type: none"> 10. Prior experience in a financial counselling or related role and an understanding of issues relevant to the community service sector, including awareness of financial hardship, family violence and cultural sensitivity; 11. Technical knowledge base backed by depth of experience and wide exposure to variety of cases and client situations; 12. Highly developed active listening and communication skills including the experience and ability to empathise and to manage potentially challenging clients in stressful and emotionally charged situations; 13. Ability to think quickly and to prioritise tasks under pressure; 14. Flexible, pro-active and resilient attitude; 15. Demonstrated ability to work within a counselling framework and to recognise the way in which other issues may interact with personal financial issues; 16. Demonstrated capacity to work with clients who are experiencing disadvantage including those who are from culturally and linguistically diverse backgrounds.
Other relevant information	<p>To be eligible for this position you must have current work Australian rights (e.g. as an Australian or New Zealand Citizen, permanent resident, or hold a valid work permit or visa).</p> <p>You must apply for and hold a current Working with Children Check. You may also be asked to undergo a National Police Check</p> <p>Your primary work location will be the Westjustice Werribee Office but may be required to work from our Sunshine Branches, or other locations as directed. You may be required to travel independently to, and work from, other regional and metropolitan locations, including at partner agencies, outreach services, courts, and tribunals, as required for service delivery from time to time.</p> <p><i>Westjustice is committed to working towards justice for marginalised groups including Aboriginal and Torres Strait Islander communities. Westjustice is committed to being a culturally safe, responsive and respectful organisation. Our Reconciliation Action Plan (RAP) is integral to these objectives and will provide the framework for our reconciliation journey. You can view our RAP at https://www.westjustice.org.au/about-us.</i></p>

Last reviewed May 2025