

**WESTERN COMMUNITY LEGAL CENTRE LTD**  
**Financial Counsellor Position Description**

<b>Job Title</b>	Financial Counsellor
<b>Purpose</b>	To provide financial counselling services (including information, support and advocacy), community development and community education activities to eligible clients in accordance with the strategy and aims of the Western Community Legal Centre.
<b>Reports to</b>	Principal Lawyer – casework management Project Manager – logistics of service delivery of project
<b>Scope</b>	The Financial Counsellor will join the WEstjustice team to undertake work that will improve the lives of people experiencing vulnerability.  Project specific work includes: <ul style="list-style-type: none"> <li>• Mortgage Wellbeing Service – This is an integrated legal, financial and health wellbeing program assisting people experiencing mortgage stress and financial hardship; and</li> <li>• Restoring Financial Safety – This is a project aimed at assisting family violence victims-survivors experiencing economic abuse.</li> </ul>
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• 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;</li> <li>• Participation in service delivery clinics and subsequent follow up of casework and advice services;</li> <li>• Participation in the collection of statistical information as required;</li> <li>• Identify systemic legal and policy issues arising from Financial Counselling work and participate in the Centre's broader policy and advocacy initiatives;</li> <li>• 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;</li> <li>• To contribute to community education via written materials, speaking engagements and participation in local community networks as required;</li> <li>• To approach legal issues from a consideration of wider social experience and provide appropriate referrals to community and welfare organisations; and</li> <li>• Other tasks as directed which are consistent with the role.</li> </ul>
<b>Key Selection Criteria</b>	<ul style="list-style-type: none"> <li>• Hold the Diploma of Financial Counselling (or equivalent), or currently enrolled in the Diploma;</li> <li>• Eligible for membership of Financial Counselling Victoria;</li> <li>• Ability to engage and communicate with people experiencing vulnerability, other support agencies, government, utility providers,</li> </ul>

	<p>relevant networks and industry bodies;</p> <ul style="list-style-type: none"> <li>• Demonstrated ability to work as part of a small team and independently;</li> <li>• Sound technical knowledge and some paralegal skills, in particular concerning credit and debt issues affecting clients and their rights and obligations;</li> <li>• Ability to communicate complex information in a practical, accurate and understandable manner;</li> <li>• Sound organisational, time management and planning skills including the ability to prioritise tasks and manage competing demands; and</li> <li>• Intermediate computer literacy skills including familiarity with databases and/or file management software and MS Office.</li> </ul>
<p><b>Desirable skills and competencies</b></p>	<ul style="list-style-type: none"> <li>• 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;</li> <li>• Technical knowledge base backed by depth of experience and wide exposure to variety of cases and client situations;</li> <li>• Highly developed active listening and communication skills including the ability to empathise and to manage potentially challenging clients in stressful and emotionally charged situations;</li> <li>• Ability to think quickly and to prioritise tasks under pressure;</li> <li>• Flexible, pro-active and resilient attitude;</li> <li>• Demonstrated ability to work within a counselling framework and to recognise the way in which other issues may interact with personal financial issues;</li> <li>• A demonstrated interest in and commitment to social justice, including awareness of issues such as homelessness, mental health, family violence, disability, drug and alcohol problems and criminal activity; and</li> <li>• Demonstrated capacity to work with clients who are experiencing disadvantage and/or vulnerability including those who are from culturally and linguistically diverse backgrounds.</li> </ul>

*Last updated: 7 July 2021  
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