



WESTERN COMMUNITY LEGAL CENTRE LTD
Senior Financial Counsellor, Mortgage Stress Victoria
Position Description

Job Title	Senior Financial Counsellor, Mortgage Stress Victoria
General	
WEstjustice 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.
WEstjustice Purpose	To service the legal needs in the West in a way that addresses the systemic nature of disadvantage.
Mortgage Stress Victoria Purpose	To provide effective, multi-disciplinary help to Victorians in mortgage stress and contribute to stopping the systemic drivers and impacts of mortgage stress.
Reports to	Legal Director, Mortgage Stress Victoria
Term	12 months (extension TBC once subsidiary organisation established)
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	
	<ul style="list-style-type: none"> • Provide 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 (under general supervision). • Undertake rostered shifts on Mortgage Stress Victoria's client advice, information and triage phone line (under general supervision). • Provide casework supervision and feedback for junior financial counsellors, when required. • Undertake computer operations including use of client management and telephony cloud-based software. • Establish and maintain client referral pathways with key industry, government and community contacts. • Contribute to involvement in external stakeholder relationships, networks and steering committees. • Ensure compliance with WEstjustice's and Mortgage Stress Victoria's policies, risk management processes and best practice guidelines. • Contribute to team processes and systems to ensure we are running an effective integrated legal, financial counselling and social work practice. • Contribute to creating and maintaining a culturally safe service for Aboriginal and Torres Strait Islanders and other groups experiencing systemic marginalisation. • Co-ordinate and supervise the work of volunteers or students, where required/appropriate. • Lead community education sessions to particular client and community groups via written materials, speaking engagements and participation in local community networks as required. • Contribute to policy/systemic impact work as directed, including maintaining statistics, project reporting requirements, and drafting submissions.

	<ul style="list-style-type: none"> • Contribute to broader monitoring and evaluation work where appropriate. • Provide assistance on grant applications including research and collection of data. • Contribute to the implementation of WEstjustice's and Mortgage Stress Victoria's Strategy and Impact Areas. • 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 minimum two years of experience in a similar role. 2. Eligible for or hold membership of Financial Counselling Victoria. 3. Ability to engage and communicate with people experiencing vulnerability, support services, government, utility providers, lenders and industry bodies. 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. 5. Demonstrated financial counselling experience in mortgages and consumer credit, debt, fines, family violence and economic abuse, including managing all aspects of casework and case management to a very high standard. 6. Ability to work autonomously, under the general direction of senior employees, including highly developed organisational and administration skills. 7. Ability to supervise the work of junior financial counsellors, volunteers and students. 8. Community legal education experience (training or teaching) including the ability to prepare and deliver high quality, effective presentations. 9. Excellent communication skills, including the ability to communicate complex information in a practical, accurate and understandable manner to potentially challenging clients in stressful and emotionally charged situations. 10. Sound organisational, time management and planning skills including the ability to prioritise tasks and manage competing demands under pressure. 11. Ability to adapt to change, working in a fast-paced, start-up environment. 12. Intermediate computer literacy skills including familiarity with databases, client management software, and Microsoft 365. 13. Understanding of and commitment to WEstjustice's Vision, Purpose, Strategic Plan and Impact Areas. <p>Desirable</p> <ol style="list-style-type: none"> 14. Hold a valid Victorian Driver Licence.

*Last Reviewed: February 2022
Next Review: February 2023*