



WESTERN COMMUNITY LEGAL CENTRE LTD
Social Worker, Mortgage Stress Victoria
Position Description

Job Title	Social Worker, 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	Program Manager – Social Work, 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"> • Social work triage of new referrals. • Provide brief intervention support to clients including but not limited to: <ul style="list-style-type: none"> ○ Assisting them to understand the requirements of their mortgage and other liabilities and to engage with legal and other support services. ○ Having knowledge of and making referrals to a wide range of support services statewide such as housing services, family violence, mental health and other specialist services. ○ Exploring brokerage options and available grants. ○ Advocating with existing non-legal and legal services on their behalf. ○ Provide regular emotional support. ○ Client upskilling and building of financial literacy and agency, e.g. resume building. • Provide individual case management to clients including but not limited to: <ul style="list-style-type: none"> ○ Intensive ongoing emotional support. ○ Provision of information such as food bank support, energy, utility or other concessions, and support programs. • Consult with Mortgage Stress Victoria lawyers and financial counsellors about non-legal issues impacting on clients. • 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, including providing secondary consultations and targeted referrals related to non-legal and legal issues. • Contribute to involvement in external stakeholder relationships, networks and steering committees.

	<ul style="list-style-type: none"> • 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. • Student or volunteer supervision where appropriate. • Provide 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 and project reporting requirements. • Contribute to broader monitoring and evaluation work where appropriate. • Provide assistance on grant applications including basic research or 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. A tertiary qualification in social work (or equivalent). 2. Eligible for membership of the Australian Association of Social Workers. 3. Demonstrated experience in case management working with vulnerable individuals and communities. 4. Ability to engage and communicate with people experiencing vulnerability, support services, government, and industry bodies. 5. Demonstrated ability to work as part of a small team collaboratively in a multi-disciplinary team environment, both under the direction of senior employees and independently. 6. 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. 7. Sound organisational, time management and planning skills including the ability to prioritise tasks and manage competing demands under pressure. 8. Ability to maintain confidential and accurate records. 9. Intermediate computer literacy skills including familiarity with databases, client management software, and Microsoft 365. 10. Ability to adapt to change, working in a fast-paced, start-up environment. 11. Understanding of and commitment to WEstjustice’s Vision, Purpose, Strategic Plan and Impact Areas.
Desirable Skills & Competencies	<ul style="list-style-type: none"> • An understanding of issues relevant to the community service sector, including awareness of financial hardship, family violence and cultural safety and sensitivity. • A demonstrated interest in and commitment to social justice, including awareness of issues such as homelessness, mental health, family violence, disability, drug and alcohol issues, gambling, and criminal activity. • Experience working with clients who have legal matters involving mortgages or debt or in Victorian courts and tribunals (previous experience in a legal service-setting is not specifically required for this role). • Hold a valid Victorian Driver Licence.

*Last Reviewed: March 2023
Next Review: March 2024*