

POSITION DESCRIPTION

Financial Counsellor – Health Justice Partnerships

Allied Justice is a for-purpose organisation providing free legal assistance, integrated services and community legal education.

When people experience deep and persistent disadvantages, they often feel trapped in dysfunctional relationships, lost in complex inefficient legal systems, unnecessary processes, and often suffering in silence. We are at the front line of these issues.

We have invested significantly in the development of our new Strategy 2025-2027 to ensure our organisation is providing contemporary integrated services to respond the shared and unique needs of the people we support across 11 local government areas in Western Victoria.

Our commitment is to change life stories through better access to justice, and we achieve this by applying our values – respect, courage, empowerment & kindness – to the people of the communities we serve, our stakeholders and our colleagues.

By providing legal services, community legal education, law reform and integrated services through client centered, trauma informed and culturally safe practice, we will improve the safety and wellbeing of families and individuals.

Position Title:	Financial Counsellor
Accountable to:	CEO
Reports to:	Manager of Specialist Practitioners
Direct Reports:	Nil
Supervises:	Nil
Location:	Horsham or Ballarat
Travel:	This position will require regular travel across the Grampians region and occasional travel to Melbourne
Award:	Victorian Community Legal Centres Multi Enterprise Agreement
Level:	Level 6
Salary Packaging:	The benefits of tax-effective Salary Packaging arrangements are available to all staff subject to Allied Justice's ongoing Fringe Benefits Tax exempt status.

POSITION SUMMARY

The Financial Counsellor – Health Justice Partnerships is responsible for providing financial counselling services (including information, support and advocacy) to Allied Justice clients engaged through the Health Justice Partnership programs.

This role will also proactively engage with maternal and child health practitioners including the delivery of community education.

The Health Justice Partnership programs targets families with young children to provide early intervention support in relation to family violence.

DUTIES & RESPONSIBILITIES

Leadership

- Support and contribute to the development of strategy as a member of the leadership group.
- Provide quality and informed leadership to the organisation regarding project development and implementation.
- Approach problems and challenges from a solution focused mindset.
- Consult with employees and stakeholders to inform continuous improvement & business efficiency.

Financial Services

- Provide high-quality financial counselling services, including assessment and analysis of client circumstances, information and options, advocacy and negotiation, client capability building, and referral to appropriate services.
- Identify and respond appropriately to family violence risk, with particular attention to economic and financial abuse, using trauma-informed, client-centred and culturally safe practice.
- Recognise the broader social, legal and wellbeing factors affecting clients and facilitate warm referrals to community, welfare and specialist support services as required.
- Provide secondary consultation, advice and information to internal staff on financial counselling matters arising from casework, where appropriate.

Stakeholder Engagement

- Contribute to community engagement through presentations, local networks, stakeholder meetings and other activities that support access to Allied Justice services.
- Participate in community outreach clinics and place-based service delivery to improve financial literacy, financial capability and wellbeing for target cohort.
- Build and maintain effective partnerships with community, welfare, legal and government stakeholders to support coordinated and responsive service delivery.
- Develop and deliver community education, group work and written resources that strengthen community understanding of financial rights, hardship options and available supports.

Service Development & Reporting

- Maintain accurate client records, undertake data collection, and contribute to project monitoring, evaluation and reporting requirements.
- Identify systemic legal, financial and policy issues arising from financial counselling work and contribute to Allied Justice's broader policy, advocacy and law reform initiatives.
- Work collaboratively within a multidisciplinary team, applying person-centred, trauma-informed and partnership-based approaches to service delivery.
- Provide assistance to financial counselling clients of Allied Justice when required.

Monitoring & Evaluation

- Support the establishment and continuous improvement of integrated early intervention services for people experiencing or at risk of family violence.

Professional Development

- Undertake appropriate professional development activities to maintain and enhance the knowledge and skills required to fulfil the responsibilities of the position and comply with CPD requirements

EXPECTATIONS OF ALL ALLIED JUSTICE EMPLOYEES

Health and Safety

- Create, maintain, and foster a safe workplace
- Identify, report & correct any unsafe acts, conditions, or behaviours according to Allied Justice Policies and Procedures and OH&S requirements

Risk Management

- Ensure compliance with all requirements of the Risk Management Guide for Community Legal Services
- Operate within Allied Justice policies, procedures, funding guidelines, practice directions and legislative requirements

EEO and legislative requirements

- Contribute to zero tolerance of sexual harassment, discrimination, racism, homophobia, and transphobia in the workplace.
- Require all staff to be sensitive and inclusive of individual needs including but not limited to disability, culture, race or religion, as well as parental and caring responsibilities.
- Encourage applicants for all Allied Justice roles from diverse backgrounds.

Culture and Compliance

- Actively support Allied Justice's purpose, values and Strategy.
- Ensure compliance with Allied Justice Code of Conduct.
- Operate within Allied Justice policies, procedures, funding guidelines, practice directions and legislative requirements.
- Allied Justice encourages applicants from diverse backgrounds.

Other relevant work as directed.

KEY SELECTION CRITERIA

1. 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.
2. Technical knowledge base backed by depth of experience and wide exposure to variety of cases and

client situations.

3. Demonstrated capacity to work with clients who are experiencing disadvantage including those who are from culturally and linguistically diverse backgrounds.
4. 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 criminalisation.
5. Ability to communicate complex information in a practical, accurate and understandable manner.

QUALIFICATIONS

- Diploma of Financial Counselling (or equivalent).
- Eligible for membership of Financial Counselling Victoria.
- Current Victorian Driver's Licence.
- Cleared National Police Record Check (it is the responsibility of all staff to notify the organisation immediately if there are any changes to their criminal records status).
- Current right to work in Australia.
- Valid, employer Working with Children Check.
- Physical ability to safely undertake all aspects of the position.

As a child safe organisation, Allied Justice requires disclosure of any formal disciplinary action by a current or former employer, including any finding of improper or unprofessional conduct.

Commented [EN1]: @Stacey Burn - I think this is good, ready for formatting and getting out for recruitment.