POSITION DESCRIPTION

Financial Counsellor

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 Specialist Practitioners
Direct Reports:	Nil
Location:	Ballarat
Travel:	This position may require regular travel in the Grampians region
Award:	Victorian Community Legal Centres Multi Enterprise Agreement
Level:	Level 5 or 6 depending on experience
Salary Packaging:	The benefits of tax-effective Salary Packaging arrangements are available to all staff subject to BGCLS's ongoing Fringe Benefits Tax exempt status.

POSITION SUMMARY

The Financial Counsellor is responsible for providing 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 Allied Justice.

DUTIES & RESPONSIBILITIES

- 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.

- Participation in service delivery clinics and subsequent follow up of casework and advice services.
- Participation in the collection of statistical information as required.
- Identify systemic legal and policy issues arising from Financial Counselling work and participate in the Centre's broader policy and advocacy initiatives.
- The development of external relationships with key individuals and stakeholders of Allied Justice and supporting internal staff with advice and information on financial counselling issues arising out of casework.
- To contribute to community education via written materials, speaking engagements and participation in local community networks as required.
- To approach legal issues from a consideration of wider social experience and provide appropriate referrals to community and welfare organisations.

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.