

POSITION DESCRIPTION

POSITION:	Financial Counsellor
EMPLOYMENT TYPE:	Full Time, 38 hours per week
HOURS OF WORK:	Monday to Friday, (7.6 hours per day between the core hours)
REPORTS TO:	Director of Legal Practice
AWARD:	Social Community Home Care and Disability Services Award (SCHCADS)
AGREEMENT:	Multi Enterprise Agreement (MEA) 2024-2027
REMUNERATION:	SCHCADS Award Level 5

ABOUT THE ORGANISATION

The Northern Community Legal Centre (NCLC) is a dynamic not-for-profit generalist community legal centre which operates in one of the fastest growing areas of Melbourne, and has a significant catchment including the Merri-bek, Hume and Mitchell Shire Local Government Areas. NCLC ensures services accessible to all the community by providing legal advice, education and referrals. NCLC recognizes that there are members of our community who suffer serious disadvantage and has prioritized marginalized people who have the least resources and ability to access legal assistance including: newly arrived and refugees; survivors/victims of family violence, young people, people with mental health issues. We have growing legal and community development teams undertaking a range of innovative projects and programs to identify and support those with the greatest legal needs.

NCLC values an inclusive, flexible and supportive environment and are committed to providing a culture towards our clients, staff and stakeholders that reflects our values:

- **Respectful:** Acting with integrity, inclusiveness and accountability to each other, our clients and the community
- **Innovative:** Using creativity and flexibility to find the best possible solutions for our clients
- **Connecting:** Working with our community to achieve shared goals
- **Passionate:** Caring and supportive
- **Outstanding Service:** Delivering beyond expectations

Staff are offered:

- A supportive work environment, working alongside passionate and talented professionals, supported by an experienced management team.
- A deep commitment to your ongoing professional development, personal development, and health and wellbeing.
- A genuinely flexible working environment that supports individuals.
- 5 weeks annual leave on top of Christmas to New Year paid leave.
- Salary packaging (which can add up to \$15,900 in tax-free pay per year).

POSITION OBJECTIVES

The Financial Counsellor will 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 Northern Community Legal Centre

The Financial Counsellor will be part of the NCLC legal team working closely with the Economic Justice team to undertake work that will improve the lives of people experiencing financial disadvantage

Project specific work includes:

- Economic Justice – This is a project aimed at assisting those who are at risk of homelessness
- Steps to Legal Rights and Safe Landing – These projects assist victim survivors of family violence including migration and wrap around legal support and place based family violence crisis accommodation outreach

POSITION RESPONSIBILITIES

1. 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;
2. Participation in service delivery clinics and subsequent follow up of casework and advice services;
3. Participation in the collection of statistical information as required;
4. Identifying systemic legal and policy issues arising from Financial Counselling work and participate in the Centre's broader policy and advocacy initiatives;
5. The development of external relationships with key individuals and stakeholders of NCLC and supporting internal staff with advice and information on financial counselling issues arising out of casework;
6. Contribute to community education via written materials, speaking engagements and participation in local community networks as required;
7. Other tasks as directed which are consistent with the role.

POSITION REQUIREMENTS

Essential Selection Criteria

1. Hold the Diploma of Financial Counselling (or equivalent) and be eligible for membership of Financial Counselling Victoria;
2. At least 2 years of experience as a Financial Counsellor and sound technical knowledge, in particular concerning credit and debt issues affecting clients and their rights and obligations;
3. Demonstrated high level time management, organisational and administrative skills;
4. Demonstrated high level written and verbal communication skills including communicating complex information in plain English;
5. Demonstrated understanding of, and sensitivity to working with people experiencing disadvantage;
6. Holder of a current driver's licence, with access to a vehicle and vehicle insurance;
7. Demonstrated computer literacy and experience in undertaking administrative duties;
8. Demonstrated ability to engage and communicate with support agencies, government, utility providers, relevant networks and industry bodies;
9. 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; and
10. Demonstrated ability to work as a stand alone financial counsellor.

DESIRABLE SELECTION CRITERIA

1. Community language or experience working with people from CALD backgrounds.
2. Experience working in the community legal sector.