

HJP FINANCIAL COUNSELLOR

POSITION NAME	HJP Financial Counsellor – Virtual outreach
CLASSIFICATION LEVEL	Level 6 SACS Award, depending on skills and experiences (\$105,720 - \$110,114 pro-rata)
REPORTS TO	Reports: Principal Legal Officer Supervision: Senior Financial Counsellor
TENURE	Fixed term contract to 30/06/2027, subject to probationary period, with probable extension
HOURS	Part time, with flexible working options

WOMEN'S LEGAL SERVICE WA & WOMEN'S HEALTH CARE CENTRES

Women's Legal Service WA is a specialist gender-specific community legal centre providing assistance and support to women state-wide legal, that is responsive to women's unique and various socio-legal needs. Goldfields Women's Health Care Centre offers a diverse range of health services and clinics tailored specifically for women. Luma provides integrated physical, mental health and social support programs and support services to WA women and their families. Desert Blue Connect specialises in providing affordable women's health services, along with family and domestic violence support across the Mid-West. Together WLSWA and women's health centres work towards the redress of gender inequalities and violence, promotion of human rights, and economic, legal and social change for women.

POSITION OVERVIEW

Women, particularly those experiencing gendered violence or harassment, have a range of needs – health, economic, legal and social – that require an integrated and holistic approach.

This newly created role is an expansion of the WLSWA Health Justice Partnership program, extending our ability to deliver a continuum of coordinated gender-specific, trauma informed and culturally secure services that respond to their needs in the context of their whole lives. The financial counsellor will provide financial counselling to women experiencing or at risk of family, domestic and sexual violence in outreach locations, in case management collaboration with other supports. This innovative strategy is part of a pilot project enabling women to access specialist women's services in specialist women's health centres.

Based in the Perth office, the financial counsellor will provide support to women through a combination of in-person and virtual outreach, delivered via a co-location model with the women's health centre providers in Northbridge, Kalgoorlie and Geraldton.

RESPONSIBILITIES Financial counselling services

Women's financial wellbeing can be profoundly impacted by family and domestic violence, both during a relationship and afterwards. Women may stay in violent relationships due to financial insecurity and limited other options. Victim-survivors of FDV are more likely to rely on income support and suffer a range of negative impacts such as lack of access to joint accounts and assets, outstanding debt, unpaid utility accounts in her name, poor credit history making it difficult to borrow, and lack of experience or confidence in dealing with day-to-day finances. Ways in which the HJP financial counsellor aims to address this includes:

- ✚ Debt advocacy and resolution: Assisting clients to identify and challenge coerced debt and negotiate with creditors to achieve fair and appropriate outcomes.
- ✚ Financial safety planning and literacy: Helping women to regain financial control through budgeting support, systems navigation (e.g. Centrelink, housing), and secure banking practices.
- ✚ Empowerment: Assisting and guiding clients in understanding their financial rights and building economic stability.
- ✚ Integrated case support: Ensuring women can resolve legal, financial and wellbeing needs in a coordinated, confidential and culturally safe environment.
- ✚ Triage and rapid access: Implementing a structured referral and triage process to prioritise urgent or high-risk cases.

Sector

- ✚ Working alongside members in multidisciplinary teams with WLSWA and partner agencies to provide wrap-around and coordinated support to clients.
- ✚ Assisting in the establishment and continuation of wider networks, referral pathways and sector partnerships to achieve effective delivery service for clients.
- ✚ Participating in networks and forums relevant to service as the WLSWA representative.
- ✚ Designing and delivering relevant education and resources, as required.

Operations

- ✚ Ensuring compliance with the Policies and Procedures of both WLSWA and the different women's health centres.
- ✚ Providing regular service updates and case studies to line manager and supervisor.
- ✚ Undertaking training in line with continuing professional development requirements.
- ✚ Assisting with the preparation of submissions and reports to government and stakeholders with respect to policy and reform about women experiencing financial disadvantage and hardship.
- ✚ Other duties as directed.

SELECTION

CRITERIA

Qualifications, knowledge and experience

- ✚ Diploma of Financial Counselling and eligibility to become a member of the Financial Counselling Association of WA.
- ✚ Experience providing person-centered and trauma informed financial counselling to women who live with, or have lived with, intimate partner violence.
- ✚ Knowledge of current policies, practices and resources pertinent to financial counselling, including, but not limited to:
 - Financial management and budgeting methods
 - Policies around non-payment of fines and infringements and alternatives to payment
 - Legislation that applies to illegal or unfair debt accrual and approaches to debt recovery
 - Dispute resolution bodies to which complaints can be made on behalf of client's
 - Ability to gain an overview of the client's financial position and to identify options
- ✚ Knowledge of, and experience collaborating with, other relevant services and institutions, as well as hardship programs.
- ✚ Advocacy, skills and experience representing and negotiating on behalf of clients.
- ✚ Excellent interpersonal and communication skills including the ability to establish rapport and maintain a positive relationship with the client and other service providers.
- ✚ Outstanding written skills to document and maintain professional and accurate client and agency records.
- ✚ Understanding of the social and economic context adversely impacting women, including gender inequality, homelessness, and poverty.

Organisational Fit

- ✚ Ability to organise a daily workload by priorities, and meet deadlines in a fast paced, quickly changing environment.
- ✚ Ability to travel when required to deliver services to clients and the community.
- ✚ Excellent problem-solving skills with capacity for proactive thinking and independent work.
- ✚ Ability to work constructively and collaboratively in a team environment and actively participate in all women's health centre and WLSWA activities.
- ✚ Values driven with high levels of enthusiasm, integrity and ethics.
- ✚ Demonstrated commitment to social justice and other WLSWA and women's centre values.
- ✚ Demonstrated competence using Microsoft Word and Outlook.
- ✚ Current National Police Clearance.

Highly Desirable

- ✚ Understanding of, the cultural and safety needs of First Nations women, and women from culturally and linguistically diverse backgrounds.
- ✚ Experience delivering services in regional and/or remote areas.
- ✚ Experience in coordinating or presenting community education.
- ✚ Current 'C' Class WA Driver's License.