

POSITION DESCRIPTION: Projects Coordinator

1. Title

Projects Coordinator

2. Salary

The position is classified according to the Social Community Home Care and Disability Services Industry Award 2010 Level 5-6, with salary within that level depending on experience and level of skills being brought to the role. As a guide, a pro rata salary range between FTE \$105,570 and \$120,440 will be offered.

The successful applicant is also entitled to access our fringe benefits taxation allowance made available to staff of charitable and not for profit organisations under existing government legislation.

3. Period and hours of employment

The position is ongoing, at 0.8 FTE – 4 days per week.

4. Position Description

Background

FCVic is the peak body and professional association for financial counsellors in Victoria. We provide resources and support to financial counsellors and their agencies who assist vulnerable Victorians experiencing financial difficulty. We work with government, banks, utilities, debt collection and other stakeholders to improve approaches to financial difficulty for vulnerable Victorians. FCVic regularly attracts grant funding for medium-term projects requiring project coordination in concert with other specialists and FCVic members.

The role

The purpose of this position is to support FCVic in the delivery of limited-term projects, and integration of that work with other FCVic activities.

The Projects Coordinator will coordinate projects that focus on three key areas:

1. **Sector Capacity** – through the provision of professional development and supports for workers and agencies
2. **Stakeholder Connection and Engagement** – by strengthening connections with other services, and promoting the benefits of financial counselling
3. **Advocacy** – identifying opportunities to improve policy and industry responses that lead to better outcomes for consumers

This position reports to the Operations Manager.

Primary responsibilities

Professional Development and Sector Capacity Building

- Develop and assist in the delivery of projects providing professional development for members
- Identify and coordinate relevant project activities that support members and agencies, including facilitation of peer networks and communities of practice
- Develop, maintain and promote relevant information and resources to support project activities
- Support the development and implementation of programs, tools and resources that build sector capacity, including professional development plans and scopes of practice

Stakeholder Connection and Engagement

- Develop and assist in the delivery of project engagement activities that promote and strengthen the integration of financial counselling in different contexts, including project report launches and events
- Support the development and implementation of strategies to establish links between the financial counselling sector and other community services
- Build and maintain a database of key contacts from government agencies, organisations and industries relevant to FCVic's project activities
- Support the co-design and delivery of community development programs that foster empowerment and strengthen resilience and confidence
- Assist in the design and development of new projects and programs, including the preparation of tenders and grant applications

Advocacy

- Identify and assist in the development of appropriate policy and advocacy responses to issues that lead to better outcomes for consumers aligned with project deliverables

FCVic Responsibilities

- Ensure all documents are created, stored and maintained in accordance with organisational requirements
- Work collaboratively with other FCVic team members on policy, professional development, capacity building and professionalisation issues
- Represent FCVic in a responsible and professional manner at all times
- Comply with the policies and procedures of the organisation
- Properly organise and manage working time to ensure efficient productivity
- Perform other duties as directed that fall within the scope of the position or the incumbent's knowledge and skills base

5. Key selection criteria

Skills and knowledge

- An understanding of professional financial counselling practice (desirable: understanding the role in a disaster recovery context)
- Ability to develop, manage and maintain stakeholder relationships

- Ability to identify training needs and design and assist with delivery of training /professional development
- Excellent verbal communication and interpersonal skills, with the ability to liaise with people at all levels in an informative, accurate and positive manner
- Excellent ability to write clearly on policy issues, presentations, or applications
- Proven conceptual, analytic and problem-solving skills and ability to think strategically
- Ability to make good judgements on priorities and relationships under time pressure, and to maintain a consistent level of professionalism
- Ability to work effectively within a busy team environment, and to work unsupervised
- Strong outcome focus and genuine desire to assist FCVic members, stakeholders and team members
- A can-do attitude, flexible and mature approach to work tasks, and a willingness to learn

Experience and Qualifications

Required:

- Experience working on varied projects in a dynamic environment
- Experience working collaboratively and constructively within a team setting
- Experience writing or editing documentation, applications, or presentations to a high standard

Highly desirable:

- Experience working with the financial counselling sector
- Experience working in the community services sector
- Experience in grant writing and project design
- Experience in stakeholder liaison, particularly with government services, and in identifying individual and systemic needs
- Experience in policy or advocacy-related work
- Experience in the development and operation of productive referral pathways and co-working arrangements

Date Last Reviewed: 27 July 2026

Reviewed by: Operations Manager

Approved by: Chief Executive Officer