

Position Description



Financial Counsellor – 12 Month Fixed Term Contract

About Tenants Victoria

Tenants Victoria is the peak body for Victorian renters, and the rental law specialist community legal centre in Victoria.

Our vision is for safe, secure and affordable homes for Victorian renters in a fair housing system.

We provide information and referrals, legal advice, casework support, representation, financial counselling, and social work services to renters experiencing hardship and disadvantage, each year assisting more than 10,000 individual renters. We also provide rental law advice, support, and training to tenancy and community sector workers, and advocate to make laws fairer for Victorian renters.

Tenants Victoria has long-standing experience performing legal and advocacy work for and with public and community housing renters, and we work to improve their rights. We also provide advice and assistance to those at risk of homelessness or dealing with housing insecurity.

Job title	Financial Counsellor
Purpose	• Deliver financial counselling services to clients, working collaboratively with Tenants Victoria's lawyers and social workers as part of an integrated model of service delivery that incorporates legal assistance, financial counselling and social work. • Contribute to Tenants Victoria's strategic advocacy priorities and outcomes.
Contract term	Full-time 12 month fixed term contract Min 3 days per week in the office/2 days working from home
Reports to	Team Leader – Financial Counselling
Direct reports	0
Key responsibilities	Financial counselling • Conduct intake and assessment to determine whether a client is eligible for financial counselling assistance. • Provide financial counselling information, advice and appropriate referral pathways to clients experiencing rental stress • Provide information, options, practical assistance and advocacy for clients in need of casework support. • Maintain accurate client records and data, including case notes • Identify and raise systemic issues noted in client work for potential policy advocacy

	• Contribute to involvement in external stakeholder relationships, networks and steering committees. • Represent Tenants Victoria at relevant industry events and forums, as required. • Maintain professional supervision and CPD Training requirements to meet FCVic membership requirements • Participate in continuous improvement of the financial counselling service model Organisation • Work with legal and social work teams to support clients and strengthen the integrated service delivery model • Work with the Community Engagement team in the development and delivery of community education and training programs. • Contribute to a healthy, productive group culture where work practices, decision making and behaviour reflect Tenants Victoria's values. • Participate effectively in organisational strategic planning initiatives and projects. • Other tasks, as delegated by the Team Leader and Director of Client Services
Skills, knowledge & attributes	• Demonstrated financial counselling experience, including managing all aspects of casework and case management to a very high standard. • Knowledge of relevant State and Federal credit, debt and social security legislation. • Clear and effective communication, negotiation, and advocacy skills, with demonstrated ability to communicate effectively with a diverse range of clients, external stakeholders, support services and colleagues. • Ability to formulate financial action plans, set goals and work with tenants to achieve these goals. • Strong commitment to and capacity for teamwork, collaboration, and networking. • Ability to work both collaboratively and independently in a multi-disciplinary practice to support the integration of financial counselling, legal and social work practice to improve outcomes for clients • Proactively manage workload and self-care. • A commitment to social justice.
General duties	• Commitment to the purpose and values of Tenants Victoria. • Work cooperatively with all staff members to advance the organisation and strengthen the service delivery model. • Assist with continuous improvement of Tenants Victoria. • Participate effectively in Tenants Victoria planning initiatives, policy & procedure development, and strategic projects as required. • Develop and strengthen networks, engage the support and involvement of a range of individuals and organisations. • Participate in meetings (internal and external) as required.

Special requirements	The following qualifications and experience are required for the position: • Diploma of Financial Counselling or Diploma of Community Services (Financial Counselling) • Member of, or be eligible for membership of, Financial Counselling Victoria (FCVic) • All staff must undertake a Police Check and Working with Children Check prior to employment.
Key Selection Criteria – Mandatory Skills and Experience	• Demonstrated understanding of a trauma informed approach, including risk assessment and response to family violence and economic abuse, and knowledge of the financial impact and issues relating to family violence. • Demonstrated high level oral communication and listening skills. • Demonstrated high level written communication skills. • Demonstrated high level interpersonal, liaison, and teamwork skills. • Ability to work with minimal supervision and effectively manage competing demands, including knowing when to escalate matters to a manager. • Proven experience in balancing a high-volume caseload coupled with strong administrative, organisational and IT skills.
Key Selection Criteria – Desirable Skills and Experience	• Familiarity with Community Legal Centres (CLCs) and their functions. • Familiarity with Victorian Tenancy Law.

This position is classified under the **SCHADS Award, Classification Level 5, Pay Point 1.**

The salary is **\$55.83 per hour** (equivalent to approximately \$110,320 per annum FTE), plus **12% superannuation** and access to generous salary packaging benefits.

This position description outlines the current responsibilities of the position. These will be reviewed regularly with the staff member and are subject to change according to the needs and priorities of Tenancy Victoria.