

Position Description

National Coordinator, Disaster Recovery

Reports to: Director of Policy and Campaigns

Location: Flexible within Australia

Employment status: Full-time, some part-time arrangements considered

Term: 12-month fixed-term contract

About Financial Counselling Australia

Financial Counselling Australia (FCA) is the national peak body for the financial counselling sector. We work to improve outcomes for people experiencing financial hardship through policy and advocacy, sector development, professional support, workforce initiatives and strategic partnerships.

Our policy and advocacy work is informed by the experiences of financial counsellors and the people they support, ensuring that lived experience and frontline insights are reflected in national reform efforts.

Role purpose

The National Coordinator, Disaster Recovery is responsible for the overall coordination of the financial counselling sector's preparation and response to disaster recovery in Australia. Strengthen the capacity, consistency, and impact of the financial counselling sector in disaster recovery, and translate frontline experience into systemic reform across government and industry. This role involves the collection and reporting of data to government, training and supporting the sector in disaster recovery, identifying and advocating to government and industry on systemic issues.

Key responsibilities

The role works with a high degree of autonomy within agreed priorities, budgets and governance arrangements. It provides recommendations to FCA leadership, coordinates delivery across participating organisations and escalates significant operational, reputational, funding and stakeholder risks to the Deputy CEO.

National disaster recovery program leadership

- Lead the development, implementation and review of FCA's national approach to disaster preparedness, response and recovery within the agreed program scope, funding and delivery plan.
- Identify emerging needs, service gaps and opportunities for the financial counselling sector following disasters
- Support the design and delivery of initiatives that strengthen the sector's capacity to support disaster-impacted communities.
- Coordinate national disaster financial counselling activities and facilitate collaboration between FCA, state and territory financial counselling associations and frontline services.

- Provide strategic advice to FCA leadership on emerging disaster issues, risks and opportunities.

Data collection and reporting:

- Coordinate the regular collection of quantitative and qualitative data from disaster-funded financial counselling agencies in accordance with agreed data definitions, consent arrangements, privacy requirements and FCA's data-governance processes.
- Analyse and aggregate data to identify service demand, emerging consumer issues, systemic problems and workforce needs.
- Prepare accurate and timely reports for government, FCA leadership and other relevant stakeholders.
- Use evidence and frontline intelligence to inform program decisions, continuous improvement and advocacy priorities.

Disaster workforce capability

- Design, coordinate and deliver disaster preparedness, response and recovery training for the financial counselling sector.
- Develop and maintain practical guidance, online learning and self-paced professional development resources.
- Facilitate the national Disaster Community of Practice and other opportunities for peer learning and knowledge exchange.
- Identify workforce capability gaps and develop appropriate training, guidance and resources in response.
- Support financial counsellors and financial capability workers responding to disaster-impacted communities.
- Develop funding and grant applications, including in partnership with state and territory associations, to strengthen the sector's disaster workforce and deliver relevant initiatives.

Policy and advocacy

- Identify systemic issues affecting disaster-impacted communities through frontline intelligence, sector engagement, data and research
- Prepare submissions, policy briefings, consultation responses and correspondence on behalf of FCA and in partnership with the state and territory associations
- Represent consumer and financial counselling perspectives in government and industry consultations, advisory boards and reform processes.
- Translate the experiences of financial counsellors and disaster-impacted communities into evidence-informed policy positions, using ethical, trauma-informed and privacy-conscious approaches to collecting, interpreting and communicating lived experience.
- Work collaboratively with consumer organisations and state and territory associations on relevant advocacy priorities.

Strategic partnerships and stakeholder engagement

- Develop and maintain strategic relationships with state associations, government, insurance, emergency management, disaster recovery, academia and the community sector.
- Represent FCA on relevant national advisory groups, working groups, committees and industry forums.
- Build partnerships that improve the integration and visibility of financial counselling within disaster preparedness, response and recovery systems.
- Identify and progress opportunities for collaboration between the financial counselling sector and government, industry and disaster recovery organisations.
- Broker practical referral and service-delivery arrangements that improve access to financial counselling following disasters.
- Represent FCA publicly and, where appropriate, in the media on disaster recovery matters.

Continuous improvement and organisational contribution

- Monitor emerging practice, research and trends in disaster management and financial hardship response.
- Evaluate program activity and provide practical recommendations for improvement.
- Maintain accurate internal and external resources, including relevant SharePoint and FCA Toolkit content.
- Contribute to FCA planning, reporting, team activities and other priority projects as required.

Key selection criteria

Experience

- Demonstrated experience leading programs or projects in financial counselling, disaster recovery, community services, emergency management or a related field.
- Strong understanding of the issues affecting people experiencing financial hardship, including in disaster contexts.
- Demonstrated substantial experience in financial counselling or a related field, with the depth of experience required to perform the role effectively.
- Demonstrated ability to build trusted relationships and work collaboratively across government, industry, community organisations and service networks.
- Demonstrated ability to work in culturally safe, trauma-informed and person-centred ways with communities affected by disaster and financial hardship, including respect for lived experience, community knowledge and self-determination.
- Experience designing and delivering workforce development, training, communities of practice or sector capability initiatives.
- Strong analytical skills, including the ability to interpret quantitative and qualitative information and translate evidence into practical recommendations.
- Excellent written and verbal communication skills, including experience preparing reports, briefings, submissions or other policy and advocacy materials.

- Highly developed project management, organisational and prioritisation skills, with the ability to work independently and manage competing deadlines.
- A collaborative, adaptable and solutions-focused approach, with a strong commitment to FCA's purpose and values.

Qualifications

- A relevant tertiary qualification, financial counselling qualification or equivalent combination of professional experience and learning is desirable.
- Relevant training or professional development in disaster recovery, emergency management or community recovery is desirable (example: "Foundations in Disaster Recovery", University of Melbourne)

Working Conditions

- The role may be based anywhere in Australia. FCA supports flexible ways of working and regular collaboration across jurisdictions and time zones, with working arrangements agreed in a way that supports both operational needs and individual circumstances.
- The role requires occasional interstate travel, with frequency varying according to disaster events, program priorities and stakeholder needs. Travel will be planned with reasonable notice where circumstances allow and managed in accordance with FCA policies.
- The role may occasionally require evening or weekend work in response to time-critical disaster events or agreed operational needs. Any additional hours will be managed in accordance with FCA policies and applicable employment conditions.