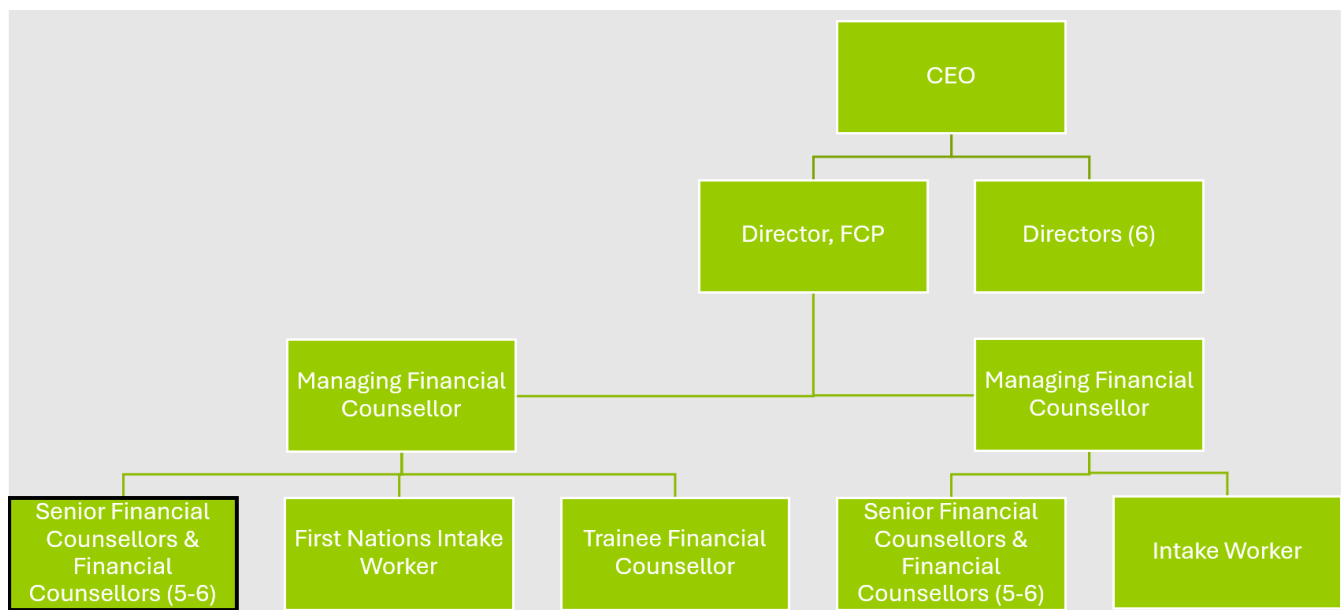


Position Description

Position	<i>Financial Counsellor</i>
Reports to (position title)	<i>Managing Financial Counsellor</i>
Purpose and Scope:	<i>The main role of the Financial Counsellor is to deliver the National Debt Helpline (NDH), including by performing intake, making referrals and providing financial counselling services to clients over the phone and web-based chat. Depending on their experience and interest, the Financial Counsellor may also undertake casework, contribute to the policy and campaigns work of the centre (including in the media), help design and deliver training for the sector, and support community and sector engagement work, including work led by our First Nations Engagement Lead.</i>
Direct reports:	0
Indirect reports:	0

ORGANISATION CHART



RESPONSIBILITIES

- Act as a triage worker, carrying out short screening interviews to assess whether the client requires general information, an extended telephone financial counselling session, or referral elsewhere.
- Provide information to clients via telephone, web-based chat and/or email.
- Conduct financial counselling sessions with clients over the phone at pre-booked appointment times and via chat.
- Accurately record client and case information in our client management system in accordance with practice procedures and maintain client management system files.
- Contribute to sector development and training work of Consumer Action, including by helping design and deliver CPD sessions for other financial counsellors.

- Support the community and sector engagement work of Consumer Action, including by participating in outreach activities.
- Identify legal and policy issues arising from Financial Counselling work and participate in Consumer Action's broader policy and advocacy initiatives.
- Provide guidance, peer support and workplace assistance to trainees, new team members and colleagues.

QUALIFICATIONS AND EXPERIENCE

- Diploma of Financial Counselling (or equivalent qualification recognised by the Financial Counselling Association of Victoria (FCVic)) and current membership, or eligibility for membership, with FCVic (mandatory).
- Current Victorian Employee Working with Children Check (mandatory).
- Demonstrated experience providing financial counselling services to individuals experiencing financial hardship and vulnerability (mandatory).
- Sound knowledge of financial counselling principles, consumer credit and debt issues, hardship processes and relevant legislation (mandatory).
- Experience delivering financial counselling services via telephone, webchat or other remote channels (highly desirable).
- Experience working within a community, legal or social services environment (highly desirable).

KEY SELECTION CRITERIA

1. Demonstrated ability to build rapport and communicate effectively with clients from diverse backgrounds, including those experiencing vulnerability or distress.
2. Well-developed client assessment and information-gathering skills, with the ability to identify client needs, analyse circumstances and determine appropriate next steps.
3. Demonstrated ability to explain complex information clearly, accurately and in a manner that supports informed decision-making.
4. Sound analytical and problem-solving skills, including the ability to exercise judgement and develop practical, client-centred solutions.
5. Demonstrated organisational skills, including the ability to manage competing priorities, meet deadlines and maintain high standards of accuracy.
6. Demonstrated ability to work autonomously while contributing positively to a collaborative and multidisciplinary team environment.
7. Demonstrated ability to adapt to changing priorities, service demands and operational requirements.
8. Demonstrated commitment to social justice, consumer rights and equitable access to services for people experiencing disadvantage.
9. Demonstrated ability to provide culturally safe, inclusive and accessible services to people from diverse communities and lived experiences.

10. Commitment to the values of Consumer Action Law Centre, including respect, fairness, reflection and courage, and the ability to foster an inclusive and culturally safe workplace.

ABOUT CONSUMER ACTION LAW CENTRE

Consumer Action is an independent, not-for-profit consumer organisation with deep expertise in consumer and consumer credit laws, policy and direct knowledge of people's experience of modern markets in Victoria. We work for a just marketplace where people have power and business plays fair. We make life easier for people experiencing vulnerability and disadvantage in Victoria, through financial counselling, legal advice, legal representation, policy work and campaigns.

On the land of the Traditional Owners, the people of the Kulin Nations, our dedicated staff work collaboratively and deliver integrated services and projects. We have just over 65 employees and promote a diverse and inclusive culture which upholds our values of respect, fairness, reflection and courage. We strive to be an employer of choice and provide employee benefits which supports work-life balance.

ABOUT THE FINANCIAL COUNSELLING PRACTICE

Consumer Action's Financial Counselling Practice (FCP) comprises 18 staff supported by a Director. The team delivers the National Debt Helpline (NDH) telephone and webchat services, providing information, advice and support to people experiencing financial difficulty.

Each year, our financial counsellors assist approximately 6,000 callers. Many are supported through a substantial financial counselling session that helps them understand their rights, options and pathways forward, while others are connected with local or specialist financial counselling services for ongoing support. In limited circumstances, our financial counsellors also provide discrete advocacy and casework assistance.

Beyond service delivery, our financial counsellors contribute to systemic change by:

- Acting as ambassadors for the NDH and raising awareness of financial counselling and consumer rights through media engagement.
- Representing Consumer Action and consumers in consultations with industry, regulators, ombudsman schemes and government.
- Designing and delivering professional development and training for Victorian financial counsellors in collaboration with our legal team.
- Supporting community engagement initiatives and projects across the organisation.

Through its high-volume service delivery, the FCP provides valuable insights into the drivers and impacts of financial hardship. These insights help inform Consumer Action's policy, advocacy and systemic reform work, ensuring the voices and experiences of consumers are reflected in efforts to create a fairer marketplace.

More about Consumer Action can be found on our [website](#), including our Strategic Plan and Impact Report.