

Job Description



Financial Counsellor

Job Description Fields	Details
Service	Financial Counselling Service
Grade/Year	Grade 4 / Year Subject to experience (Illawarra Legal Centre Enterprise Agreement 2016)
Classification	Part time (21 hours per week, till September 30, 2025,)
Date of Approval	27 March 2025
Organisation Website	www.illawarrallegalcentre.org.au

Organisation overview

Illawarra Legal Centre Inc (ILC) exists to support vulnerable and disadvantaged people to access free legal services and to recognise their legal rights.

ILC's people are dedicated, driven, person focused and committed to the principles of social justice and human rights.

Primary purpose of the role

The Financial Counsellor will deliver assistance, advocacy, advice and information to people experiencing financial difficulties. The Financial Counsellor will be expected to provide financial counselling to people experiencing gambling related challenges, and to deliver effective community legal education within the community. The primary task of the role is to assess the presenting problems and provide clients with various options for the client to decide on a suitable course of action.

Primary Responsibilities

- To assess the clients overall financial situation including any legal action they may be facing or may face as the result of their financial difficulties and provide information on all possible available options that address the client's specific problem/s and the implications of these options on their financial situation.
- Advocate and negotiate on behalf of the client with credit providers or debt collections agencies as instructed by the client.
- Maintain accurate statistical data and other relevant information for funding bodies, meet individual output targets and ensure all data is provided to the funding body in accordance with the funding agreement.
- Undertake all necessary administrative, clerical and Centre processes to ensure timely and accurate information is stored to minimise potential conflict issues and meet funding body requirements.
- Identify gaps in community knowledge, and plan, develop and deliver community legal education on financial counselling and related credit and debt matters.
- Participate in local networks to promote the service and strengthen links with key contacts that improve access for clients.
- Identify policy and law reform issues, contribute to and assist in the preparation of policy documents and law reform submission on issues affecting clients.

Essential Criteria

1. Relevant Financial Counselling qualifications and Accredited member of NSW State Association of Financial Counsellors (FCAN).

2. Case management experience in Financial Counselling.
3. Demonstrated experience working with people affected by problem gambling, knowledge of consumer protection legislation and policy, credit system, debt recover and bankruptcy laws.
4. Demonstrated Advocacy and negotiation skills, with excellent verbal and written communication skills.
5. Demonstrated experience in administration, data reporting requirements, understanding and experience in complying with regulatory, ethical, privacy and other relevant guidelines.
6. Superior interpersonal skills including ability to establish and maintain effective relationships with clients, colleagues and stakeholders and exercise tact and sound judgement.

Role accountability

Internal

Who	Why
Coordinator	<ul style="list-style-type: none"> • The Coordinator oversees work practices of all employees of ILC.
Principal Solicitor	<ul style="list-style-type: none"> • The Principal Solicitor oversees the legal practices of ILC.

External

Who	Why
Community Services	<ul style="list-style-type: none"> • The ensure knowledge of ILC Financial Counselling service
Debtors	<ul style="list-style-type: none"> • To reduce barriers to advocating for clients and resolving matters

About you

What	How	Skill level
<p>Manage Self</p> <p>You show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<ul style="list-style-type: none"> • Keep up to date with best practice principles • Look for and participate in opportunities to learn new skills and develop strengths • Identify personal goals and work to achieve them • Reflect on own work and performance • Seek constructive feedback and guidance • Demonstrate and maintain a high level of personal commitment to role 	Intermediate
<p>Effective Communication</p> <p>You communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • Tailor communication to varying audiences • Clearly provide information and advice to individuals and groups • Support others to be heard, listen attentively and encourage them to express their views • Share information across teams to support client needs • Write fluently in plain English across a variety of documents including notes, letters, emails 	High

<p>Be client focussed You provide person centred services in line with best practices, organisational policy and procedure</p>	<ul style="list-style-type: none"> • Focus on providing clients with individual services to their unique situation • Support a client-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to clients • Assess client situations and provide information on available options • Advocate and negotiate on behalf of the client as instructed by the client • Cooperate across work areas to improve outcomes for clients 	Intermediate
<p>Work Collaboratively You collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration across all roles • Value and respect colleagues experience, ideas and respect individual views which differ from your own • Support cooperation and reduce challenges to information sharing and communication across teams • Identify opportunities to use the strengths of others to solve issues and develop better processes and approaches to work • Actively seek solutions to help clients solve problems and improve services 	Intermediate
<p>Influence and Negotiate You gain commitment from others, and resolve issues and conflicts</p>	<ul style="list-style-type: none"> • Influence others with a fair and considered approach obtaining a beneficial client outcome • Work towards mutually beneficial 'win-win' outcomes • Show sensitivity and understanding in resolving acute and complex conflicts and differences • Actively work to minimise conflict within the organisation 	High
<p>Demonstrate Accountability You are proactive and responsible for your own actions, reflect on your performance and strive to improve</p>	<ul style="list-style-type: none"> • Be accountable and transparent with locations and times of work • Communicate absences from work or changes to plans as soon as practicable and with all relevant people • Ensure your actions are focused on achieving client and organisational outcomes • Plan and use annual leave focussing on self-care and in line with organisational budgets and other resources • Ensure training costs and other purchases are made seeking the best value for money and with sufficient time to minimise impact on organisational budget and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety • Participate in supervision to support achieving goals, improve practice and continuous improvement 	Intermediate

What	Description	Level
Display Resilience and Courage	Be open and honest, prepared to express your views, hear differing views and willing to accept and commit to change	Intermediate
Act with honesty and integrity	Be ethical and professional, and uphold and promote ILC values	Intermediate
Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	High
Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
Plan and Prioritise	Plan to achieve outcomes and respond flexibly to changing situations	Intermediate
Think and Solve Problems	Think, evaluate and consider all factors to develop practical solutions	Intermediate
Finance	Understand and apply financial counselling to help clients manage their financial situation	High
Technology	Understand and use available technologies to work efficiently, complete data requirements	Intermediate

About ILC and our benefits

- A clear commitment to providing a safe, welcoming workplace. We provide equal opportunities regardless of gender identity, ethnicity, sexual orientation, disability or age.
- A flexible work environment, including work from the office and home (after probationary period)
- 5 weeks annual leave, plus 17.5% leave loading (pro rata)
- Salary Sacrifice
- Additional week off over Christmas/ New Year, in addition to annual leave
- Generous personal leave entitlements
- Employee Assistance Program
- Continued training and professional development opportunities

Salary

- \$89096 - \$93128 (pro rata plus 11% Super + 17.5% Leave loading)
- Up to \$16000 salary sacrifice

Applications should state the job role and be addressed to:

Louise Farroway

Centre Coordinator

lfarroway@illawarralegalcentre.org.au

Applications close 11 April 2025. Applications must address the Essential criteria to be considered.

Applications sent via the “apply now” button will not be reviewed.

Successful applicants will be notified of interview times and method via email.

Unfortunately, unsuccessful applicants will not be contacted.