

Join Our Team as a Financial Counsellor

Surry Hills / Hybrid / Full-time (2-year fixed term contract)

Are you a passionate advocate for social justice? Do you want to be part of a dedicated team and directly improve the lives of vulnerable Australians? If so, the Financial Rights Legal Centre offers an exceptional opportunity to make a tangible difference.

About Financial Rights Legal Centre

At Financial Rights Legal Centre (Financial Rights), we are more than just a legal centre. We are a trusted voice for consumers navigating the complexities of financial services, including credit, banking, insurance and debt. Based in Surry Hills, our dedicated team works on the frontlines, providing crucial advice and representation to consumers across Australia. We are actively involved in shaping new laws to protect consumer rights and build a fairer financial future for all. Join us and become an integral part of this vital mission.

Your Opportunity: Drive Change

As a Financial Counsellor your commitment to consumer rights is essential. You will provide invaluable telephone advice and representation assistance through the National Debt Helpline and Webchat. This is your chance to drive change from the frontlines, enhancing the financial wellbeing of countless individuals by delivering high quality advice and representation services.

For further details on the role please see the **job description**.

What's in it for you?

At Financial Rights, we value our team and are committed to providing a rewarding and supportive work environment. The centre offers a dynamic working environment along with a small, friendly and passionate team. We know diversity makes a positive difference, and we encourage people from Aboriginal and/or Torres Strait Islander and other diverse backgrounds to apply.

Rewards and Benefits

- **Competitive Compensation:** Receive a salary between \$88,000-\$96,800 plus 12% superannuation, along with salary sacrifice (up to \$15,900)
- **Generous Time Off:** Enjoy a healthy work-life balance with 4 weeks of annual leave plus an additional 7 gifted leave days per year
- **Flexible Work Arrangements:** Benefit from a 7-hour workday and a hybrid working model
- **Meaningful Impact:** Directly contribute to social justice and make a tangible difference in the lives of those who need it most
- **Wellbeing Support:** Access our confidential Employee Assistance Program for free counselling services

The successful applicant will:

- Be accredited or working towards accreditation as a financial counsellor with FCAN
- Hold a current Working with Children's Check
- Have experience in high-quality financial counselling casework
- Exhibit a demonstrated ability to provide non-judgemental, quality service delivery to disadvantaged clients and clients from diverse backgrounds
- Commit to continuous improvement through supervision, feedback, and professional development
- Possess knowledge of consumer credit protection legislation
- Demonstrate exceptional communication and interpersonal skills
- Show commitment to cultural competence and safety

How to apply

Click **apply now** and upload your resume and cover letter outlining your suitability to the role.

If you have any questions, please email jobs@financialrights.org.au

Applications close: Monday 1st September 2025