



Position Description Financial Counsellor – Financial Abuse Service NSW

Sydney based
Full time with part time considered
One year contract
Supervision: Senior Financial Counsellor

1. Redfern Legal Centre

Redfern Legal Centre is a non-profit community legal centre that promotes social justice and creates change. We provide free legal advice, legal services and education to people experiencing disadvantage in New South Wales. We drive innovation and change through policy and law reform work to address inequalities in the legal system, policies and social practices that cause disadvantage.

We provide effective and integrated free legal services that are client focussed, collaborative, non-discriminatory and responsive to changing community needs - to our local community as well as state-wide. Our specialist legal services focus on tenancy, credit, debt and consumer law, financial abuse, employment law, international students, First Nations justice, police accountability, and provide outreach services including through our health justice partnership.

2. Position Overview

The Financial Counsellor will provide financial counselling to victim survivors experiencing family and domestic abuse from an intimate partner who are accessing legal assistance from Redfern Legal Centre's Financial Abuse Service NSW (FAS).

This position will work collaboratively with lawyers, social workers and other financial counsellors in an integrated model to assist people across New South Wales through different channels - telephone, teleconferencing, email and in person. Our specialist, cross-jurisdictional, and integrated approach provides holistic legal and non-legal support to our clients, increasing their safety and wellbeing and leading to financial independence and empowerment.

This role has ongoing opportunities to contribute to the development of systemic advocacy, policy and law reform to both address the causes of financial and economic abuse and improve outcomes for victim survivors.

3. Position Responsibilities

- Deliver trauma informed financial counselling services according to the centre's eligibility criteria to assist clients address their financial issues, including assessing safety, advocacy

and negotiation, provision of information and options, budgeting, capacity building and empowerment.

- Undertake casework to resolve financial abuse issues relating to consumer credit, banking, telecommunications, utilities, fines, vehicle registration, other debts and making referrals to lawyers, social workers and other support services where appropriate.
- Work collaboratively with lawyers, social workers and other financial counsellors to provide holistic services that achieve the best possible outcomes for the client.
- Contribute to the improvement of processes and systems to ensure the service is an effective integrated legal, financial counselling and social work practice.
- Identify systemic legal and policy issues and participate in the Centre's broader policy and law reform initiatives including active participation in regular meetings and contributing to policy positions, submissions, publications and other related activities.
- Participate in and contribute to the Financial Counselling Foundation Community of Practice and other sector meetings and stakeholder events as required.
- Comply with the Community Legal Centres' Risk Management Guide as applicable, including but not limited to confidentiality, conflict checking, maintaining client files at a high professional standard and entering all client records into the designated database.
- Contribute to creating and maintaining a culturally safe service for Aboriginal and Torres Strait Islander clients and other groups experiencing systemic marginalisation.
- Contribute to Redfern Legal Centre through attendance at staff meetings, contribution to board and funding reports, assistance with intake including intake supervision shifts, supervision of volunteers and contribution to the effective implementation of our Reconciliation Action Plan.

4. Knowledge, skills and experience

Essential

1. Diploma of Financial Counselling (or equivalent) and eligibility for membership of the Financial Counselling Association of NSW (FCAN).
2. Minimum 2 years' experience in a financial counselling or related role with exposure to a variety of client situations, including resolving complaints through internal and external dispute resolution.
3. Training and/or experience providing trauma informed financial counselling services to victim survivors of family violence.
4. Awareness of the laws, regulations and policies that relate to credit, debt, fines and other consumer problems that may arise for victim survivors of financial abuse.
5. Excellent written and oral communication skills, including the ability to communicate complex information in a practical, accurate and accessible way to clients in stressful and emotionally charged situations, and to engage professionally with support services, government, utility providers, lenders and industry bodies.

Desirable

6. Experience providing financial counselling within a legal service.
7. Experience working with First Nations communities and/or culturally and linguistically diverse clients, and a commitment to culturally safe practice.

5. Conditions

Salary: \$94,344.83 - \$99,267.49 per annum, depending on qualifications and experience.

Superannuation and annual leave loading are paid in addition to this.

In addition to being a flexible workplace, Redfern Legal Centre offers a 35-hour working week, time in lieu options and a paid end of year closure of two weeks (including public holidays) on top of four weeks annual leave.

As a Public Benevolent Institution, Redfern Legal Centre is able to offer staff generous salary packaging options.

6. Applications

Applications close: **9am Monday 22 July 2024.**

Redfern Legal Centre is a diverse and inclusive workplace. We strongly encourage applications from First Nations applicants, people from diverse cultural backgrounds and people with disability.

Your application should be no more than six pages long and should include a cover letter, your resume and must include responses to the selection criteria included in the job description. Please send your application to recruitment@rlc.org.au.

Non-lawyers employed by Redfern Legal Centre are required to comply with s 121 of the Legal Profession Uniform Law. Staff at Redfern Legal Centre must be fully vaccinated for Covid-19.

Enquiries should be directed to Catherine Hewett, Chief Operations Officer: catherine@rlc.org.au.