



Justice Support[®] Centre |

Serving South West
Sydney since 1986

Financial Counsellor SOUTH WEST SYDNEY Staying Home Leaving Violence BDV

- Permanent, full time (35 pw)
- Bankstown Office location
- Community Legal Centre incorporating domestic and family violence services
- Salary range: up to SCHADS L5
- Flexible work conditions, salary packaging to increase take home pay, 5 weeks annual leave,(pro rata) plus leave loading, additional leave at Christmas

Are you an experienced financial counsellor seeking to make a positive impact in the lives of women? If this role sounds like the role, you have been searching for don't hesitate to apply today.

Dear Applicant,

Thank you for your interest in the Financial Counsellor position. This package encloses the information you require to apply for the position.

Our Organisation

Justice Support Centre (JSC) is a not-for-profit community legal centre.

Our legal services include information, advice and legal representation for people in South West Sydney whose access to justice is denied or constrained and include specialised legal services for victim-survivors of domestic and family violence (DFV).

Our DFV services include court support and advocacy, safety planning, case management and financial counselling.

Both the legal and DFV teams offer tailored training and workshops to community members and community organisations.

We give our clients the guidance, legal advice, support services and strength they need to claim their rights, know their options and choose their next steps.

Financial Counsellor Role

Your role within JSC is crucial in providing specialised financial counselling support to women who have been impacted by domestic and family violence. Your responsibilities will include case planning, information dissemination, practical assistance, community education, advocacy, and networking to empower and support our clients.

This position is open to female applicants only. SWSLC considers being a woman to be a genuine occupational qualification for this position under s. 31 of the Anti-Discrimination Act 1977 (NSW).

Women from Aboriginal or Torres Strait Islander backgrounds are strongly encouraged to apply.

The preferred applicant will be required to undergo a Working with Children Check and a National Criminal Records Check.

Please see the **position description** and the **essential and desirable criteria** further down in this document.

HOW TO APPLY

1. Read the Position Description and Essential and Desirable Criteria below.
2. Your application should include a covering letter, a resume and an additional document addressing the Essential and Desirable criteria.

The covering letter needs to state:

- The position you are applying for;
- Your current contact details; and

Your resume should detail:

- your employment history including dates and a brief statement of duties for previous roles; and
- your education history.

Your additional document should clearly explain:

- how your skills and experience meet each listed criteria;
- Applications that do not address **ALL the Essential Criteria** will not be considered.

You should also ensure you are able to later provide contact details for two professional referees (at least one current or previous line manager).

3. Please apply on line or send written applications to juliane@justicesupportcentre.org.au

CONTACT PERSON: Enquiries related to the role should be emailed to:

SHLV BDV Manager – nicoleh@justicesupportcentre.org.au

Yours sincerely,

Nicole Humphries
Manager SHLV BDV

ATTACHMENT A POSITION DESCRIPTION

Position: DFV Financial Counsellor

Accountable: Manager, DFV Casework Services, Justice Support Centre

Location: Bankstown office base and outreach services in Campsie, Liverpool and Sydney

Justice Support Centre is a not for profit, community legal centre. We deliver legal services to facilitate access to justice for disadvantaged people in South West Sydney and Central Sydney including specialised legal services for victims-survivors of domestic and family violence (DFV). We also provide information, court support, referral and casework to victims-survivors of DFV through government funded DFV services. Our DFV services cover LGAs in South West Sydney and Central Sydney. Justice Support Centre is governed by a volunteer board.

There are approximately 80 staff members. This position works with female clients of Justice Support Centre and targeted external referral agencies who are affected by DFV.

Purpose of Position

- To deliver specialised financial counselling support for women affected by DFV including high quality case planning, information, advice and practical assistance;
- To maintain all clients' records, maintain a database and report in line with Justice Support Centre policies and procedures and the requirements of the funding agreement;
- To provide the community and community workers with effective community education as it relates to the DFV financial counselling role through seminars, training and resources;
- To participate in local community development initiatives that promote the work of the role;
- To participate in advocacy and law reform activities of Justice Support Centre related to the role; and
- Develop and maintain networks and pathways for external referrals.

Main duties and responsibilities

General responsibilities

- Adopt and promote the purpose, values, constitution and programs of Justice Support Centre;
- Attend and participate in staff meetings;
- Participate in other Justice Support Centre activities for example, planning days, centre wide training, policy development;
- Undertake other tasks related to your role as delegated by the Manager, DFV Casework Services;
- Comply with all relevant WH&S policies & procedures; and
- Attend meetings that will develop and promote financial counselling for external referrals to the service.

Specific responsibilities

Casework

- Assess clients' overall financial situation including taking into account any legal action they may be facing or are likely to face as the result of their financial difficulties;

- Provide information on the possible available options to address clients' problem/s and the implications of those options on their financial situation;
- Develop an individual case plan with the approval of, and in collaboration with, clients including a range of strategies and options that address the needs and goals of the clients;
- Build clients' financial resilience by empowering them to understand their consumer rights and to develop strategies and goals, and help clients safeguard themselves from financial abuse where apparent;
- Undertake proactive negotiation and advocacy, verbally and in writing with financial institutions, utility providers and creditors as instructed by clients;
- Make ongoing assessments of clients' issues, needs and circumstances from initial intake to exit;
- Inform clients about the debt recovery process through the courts where relevant;
- Provide information, assessment and assistance in relation to voluntary bankruptcy and other alternative options under the Bankruptcy Act 1966 and refer out for legal advice where necessary;
- Liaise with Centre workers to provide an integrated approach to clients' problems and use internal referral of clients to other Centre workers when necessary;
- Advice on the impact of receipt of lump sums (e.g. victim support payments) on existing government payments and entitlements or refer out for appropriate advice;
- Provide outreach financial counselling services as necessary;
- Develop and maintain an up-to-date referral network;
- Develop effective relationships with clients to encourage self-determination, capacity building and participation; and
- Establish effective relationships with government departments, community organisations and financial institutions;

Accountability and Administration:

- Develop and maintain a work program to ensure you are able to carry out the duties and responsibilities of this role and support the manager to produce report to Justice Support Centre's funder.
- Maintain accurate, up to date client records and data for all clients in accordance with Justice Support Centre standards, procedures and timeframes and to ensure timely reporting to the funding body.
- Undertake all necessary clerical, administration and filing processes to document, file, retrieve and manage project data and resources;
- Maintain statistical data and other relevant information for the funding body in accordance with the funding agreement;
- Ensure that statistical data and other reporting requirements are provided to the funding body in accordance with the funding agreement;
- Contribute to the production of reports as required by the CEO, board and the funding body, including Justice Support Centre's annual report;
- Participate in the planning, implementation and reviewing all of elements of the DFV financial counselling service;
- Accept direction from and be accountable to the Manager, DFV Casework Services
- Participate in professional external supervision as required for ongoing accreditation by the Financial Counsellors' Association of NSW (FCAN);
- Attend relevant training as required by the membership policy of FCAN, to stay eligible for accreditation and membership and to keep up to date with developments in the consumer credit laws, alternative dispute resolution and court processes etc. and to enhance knowledge and update skills to better service clients; and
- Attend training related to provision of services to victims-survivors of DFV.

Community Education

- In conjunction with other Justice Support Centre workers and relevant community workers or organisations, including the Women's Legal Service NSW, plan and present community education related to financial wellbeing and security;
- Use a variety of strategies, including digital, to provide community education to the general public. Strategies will include using interpreters when necessary and all forms of media;
- In conjunction with other Justice Support Centre workers, participate in the planning and preparation of publications and the development of community education resources; and
- Ensure that all publications are approved by the Principal Solicitor.

Community Development

- Build capacity across the financial counselling sector to support survivors of DFV and respond to the financial issues relevant to the client group;
- Participate in the community of practice for DFV financial counsellors funded by the Financial Counselling Foundation; and
- Participate in local projects and networks to strengthen Justice Support Centre's links with other community services relevant to financial counselling of DFV victims-survivors.

Policy and Law Reform

- Participate in relevant networks and on law reform committees such as those organised by the Financial Counsellors Association NSW (FCAN) and Financial Counselling Australia (FCA);
- Identify policy and law reform issues arising from casework, including the effect of creditors' practices on DFV clients; and
- Contribute to and assist in the preparation of policy documents and law reform submissions as appropriate.

ESSENTIAL CRITERIA

- Diploma of Financial Counselling or Diploma of Community Services (Financial Counselling);
- Accredited member of the Financial Counselling Association of NSW or eligible for accredited membership;
- Minimum three years' full-time experience in providing quality financial counselling to a diverse range of community members including socio-economically disadvantaged people, young people, people with disabilities, Aboriginal and Torres Strait Islander people and people experiencing financial hardships. Sensitivity to and demonstrated ability to engage with women from culturally and linguistically diverse backgrounds;
- Up to date working knowledge of the types of financial counselling interventions, information, advocacy and support appropriate for clients with complex needs including complementary support services that may assist clients affected by DFV;
- Excellent knowledge of relevant State and Federal credit, debt and social security legislation;
- An understanding of the effects of DFV trauma;
- Demonstrated ability to work flexibly, collaboratively and effectively as part of a multi-disciplinary team and with external stakeholders and the ability to work independently;
- High level written (case notes, letter writing) and verbal skills with strong interpersonal communication abilities;
- Good computer literacy - ability to use word processing software including Outlook, Word, Excel and databases;
- Current driver's license, comprehensively insured vehicle and capacity to use own vehicle for work purposes; and
- Be willing to work in multiple locations across South West Sydney and Central Sydney based on client need.

Desirable Criteria

- Fluency in a community language other than English;
- Knowledge of South West Sydney and Central Sydney areas and their community services networks; and
- Evidence of advocacy or consumer education initiatives.