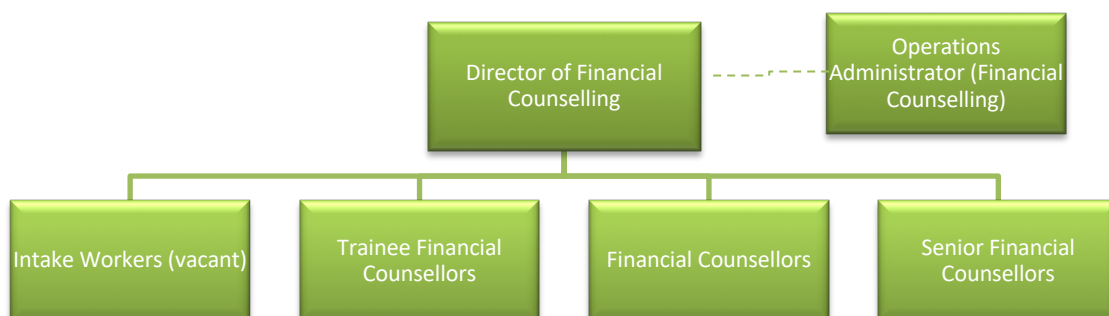


Position Description

Position	<i>Financial Counsellor</i>
Reports to (position title)	<i>Director of Financial Counselling</i>
Purpose:	<i>The role of the Financial Counsellor is to work as part of the National Debt Helpline (Victoria) team, providing telephone based financial counselling, initial screening (triage), information, options and referral by telephone and email.</i>
Direct reports:	<i>0</i>
Indirect reports:	<i>0</i>
Scope	<i>The financial counselling team at Consumer Action Law Centre is the sole operator of the National Debt Helpline for the state of Victoria. The financial counselling service receives approximately 350 calls per week and opens approximately 200 files; Provides more than 8,500 financial counselling sessions per annum; Involves 9,757.50 service hours, including research and administration per annum (for the whole team).</i>

Organisation chart:



Key Accountabilities/Responsibilities:

- Act as the primary point of contact for telephone financial counselling services for individuals seeking access or referral to a financial counsellor;
- Assess and analyse the client's situation, and provide financial information and explanation of options to assist the client to address their situation and make informed decisions;
- Act as a triage worker, carrying out short screening interviews; assess whether the client requires general information, referral for an extended telephone financial counselling session, or referral elsewhere;
- Provide information to clients as necessary via telephone and/or email;
- Collect client data and maintain file records;
- Provide occasional outreach services;
- Mentor trainees and provide peer support for trainees, and other Financial Counsellors and new team members;
- Identify legal and policy issues arising from Financial Counselling work and participate in Consumer Action's broader policy and advocacy initiatives.

Qualifications/Experience/Specialist Skills:

- In order to undertake work as a Financial Counsellor incumbents must hold the Diploma of Community Services (Financial Counselling), and be a member of the Financial and Consumer Rights Council of Victoria;
- Sound technical knowledge and some paralegal skills in particular concerning credit and debt issues affecting clients and their rights and obligations;
- Technical administrative skills required include intermediate computer literacy including familiarity with database and/or file management software, MS Office, and sound touch typing skills;
- Experience in the use of a switchboard and/or telephone based information service;
- Experience in the community sector and/or in the provision of legal or welfare information services.

Competencies

- Highly developed listening and communication skills;
- The ability to manage potentially challenging clients in stressful and emotionally charged situations;
- Ability to think quickly and to prioritise tasks under pressure;
- Flexible, pro-active and resilient attitude, including the ability to work under direction;
- The ability to communicate complex information in a practical, accurate and understandable manner;
- Demonstrated ability to work within a counselling framework and to recognise the way in which other issues may interact with personal financial issues;
- A demonstrated interest in and commitment to social justice, including awareness of issues such as homelessness, mental health, family violence, disability, drug and alcohol problems and criminal activity.