Position Description

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| Position | *Director of Financial Counselling* |
| Reports to (position title) | *Chief Executive Officer* |
| Purpose: | *The Director of Financial Counselling leads the financial counselling service to achieve Consumer Action Law Centre's objectives to provide accessible, high quality financial counselling services to consumers and workers and to bring about broader change through the integration of casework, policy and campaign work.* |
| Direct reports: | *3-6 (subject to review/change)* |
| Indirect reports | *10* |
| Scope | *Victoria wide service*  *National stakeholder relationships*  *Approximately 12,000 calls per annum to service* |

**Organisational chart (subject to change):**

**KEY ACCOUNTABILITIES**

**Financial Counselling Service Lead**

* + Lead the financial counselling practice, promoting excellence in service delivery
  + Liaise with operations team, to ensure that phones and other technology function and service interruptions are minimized
  + Maintain and develop operational policies and procedures relating to the Financial Counselling practice, as well as case management system improvements
  + In collaboration with the Monitoring & Evaluation Officer, oversee evaluation plans for the Financial Counselling service including responding to client and stakeholder feedback
  + Establish call output standards and support staff to provide technically accurate advice, including facilitating legal guidance and act as a technical specialist resource
  + Assist with meeting internal and external reporting obligations, including to funders of the financial counselling services

**Staff Management**

* + Oversee management of all staff in the financial counselling practice, contributing to the organisation’s goal of supporting people to do a great job
  + Direct management of team leaders and other financial counsellors as relevant
  + Accountable for recruitment, training and development of all employees in the Financial Counselling practice

**Risk**

* + Review financial counselling files for risk, identifying any risk/ practice management issues that arise, including handling and responding to complaints and potential conflicts of interest
  + Act as a nominated person under the NACLC Risk Management Guide, with delegated authority from Centre’s responsible person
  + Manage and coach staff in all aspects of risk management including sign-off on case studies, complaint handling, use of case studies, and team compliance with professional obligations

**Strategic advocacy**

* + Develop strategies to integrate advice work with policy/ campaign activities, to make good use of advice line data and/ or link service users with our campaigns and monitoring emerging issues
  + Support the Centre’s strategic casework by ensuring that advice services provide a pipeline for high impact representation services

**General Management and Integration**

* + Contribute to the strategic direction and general management of Consumer Action Law Centre as a member of the Management team
  + Manage information flow through the organisation to and from financial counsellors
  + Lead the Financial Counselling Practice’s effective integration with other areas of the organisation, including Service Development & Partnerships, Legal Practice, and Policy & Campaigns, including contributing to the management of integrated projects
  + Report to, and engage with, funders as well as other financial counselling delivery agencies (including National Debt Helpline providers) and peak bodies

**Media, PR**

* + In collaboration with the Media and Communications Adviser and the Director of Policy and Campaigns, contribute to media initiatives and campaigns and facilitate financial counselling practice involvement
  + Provide commentary or authorisation to FCs for media commentary
  + Manage liaison re programs such as Day in the Life, and other external visitors/observers

**Qualifications/Experience/Specialist Skills:**

* A qualified legal practitioner holding, or eligible to hold, a current unrestricted Victorian Practising Certificate is desirable but not essential
* Practical knowledge of consumer law, consumer credit law, bankruptcy law, civil procedure in both Federal and Victorian jurisdictions and debt enforcement law and procedure
* Understanding of financial counselling skills and the role of financial counselling

**Competencies**

* Confident, self-aware and reflective leader with a highly developed sense of own impact
* Pro-actively models and promotes reflective practice, organisational values, advancement of organisational goals, and the maintenance of high professional and ethical standards within the FC Practice. Encourages members of the FC team to act boldly and courageously in pursuing our vision
* Excellent written and oral communication skills
* Excellent time management skills and ability to manage competing priorities under pressure
* Demonstrated understanding of centre goals and the role of the Financial Counselling service within an integrated practice model
* Change agent: Leads and models adaptability and engagement with change, in particular with technology
* Excellent stakeholder management skills