

Aboriginal Identified Position

Aboriginal Service Coordinator

Position Description

About the Financial Rights Legal Centre (Financial Rights)

Financial Rights is a community legal centre specialising in financial services matters, particularly in the areas of consumer credit, banking, debt recovery and insurance. It is the only such Centre in NSW, and one of the only centres in Australia that fully integrates telephone assistance and financial counselling with legal advice and representation with the aim of providing a holistic service to our clients. The Financial Rights also operates the Insurance Law Service, a national specialist consumer insurance advice service.

As a community legal centre Financial Rights is largely government funded and independently managed by a voluntary Management Committee. We maintain a particular focus on issues that affect vulnerable and disadvantaged consumers. We provide a well-integrated combination of information, advice, casework, and education to assist consumers in financial stress. We also conduct research and collect data from our extensive contact with consumers to campaign for changes to law and industry practice for the benefit of consumers. We employ both financial counsellors and solicitors to provide the best service for our clients.

About the role

Financial Rights has provided advice and advocacy to an increasing number of Aboriginal and Torres Strait Islander clients since our establishment in 1987. As one of the only integrated community legal and financial counselling services in Australia, we are committed to providing equitable services to Aboriginal and Torres Strait Islander people and communities. In keeping to this commitment, Financial Rights established an Aboriginal Advice Line in 2016, and has appointed an Aboriginal Advisory Committee in 2017 to help guide our work with Indigenous communities.

To ensure that we are providing effective services to Indigenous communities and to increase awareness of our centre among those communities we are excited to announce a new Aboriginal Service Coordinator role. The position of *Aboriginal Service Coordinator* sits within the policy & communications team. All of your activities and duties are aimed at furthering the Financial Rights Legal Centre's aims and objectives, which are outlined in the attached Purpose and Objectives document. The *Aboriginal Service Coordinator* will undertake work with the Centre's Coordinator, Principal Solicitor and other staff as necessary. In particular this role will be focussed on improving access to our service and better outcomes for Aboriginal people, via

our dedicated Aboriginal Advice Service phone line, regular outreach activities, communications and advocacy.

Reporting Relationship

The *Aboriginal Service Coordinator* will report directly to the Coordinator of Financial Rights and will also be supported in their role by, the Principal Solicitor of Financial Rights. All work undertaken by Financial Rights is collaborative, and the *Aboriginal Service Coordinator* will work with the policy team and other staff at Financial Rights to conduct campaigns, research and policy initiatives.

Core Duties:

- Help develop an outreach, communications and networking plan for the Financial Rights Legal Centre's services to Aboriginal and Torres Strait Islander communities within the constraints of Financial Rights' funding position;
- Help develop and promote our Aboriginal Advice Service (AAS), a dedicated telephone advice line for Aboriginal and Torres Strait Islander callers and advocates working in their communities (like financial counsellors or caseworkers) Australia-wide;
- Promote our services (including the AAS) in whichever ways will reach the most on Aboriginal and Torres Strait Islander people and communities, including by promoting Financial Rights' AAS during occasional travel to regional and remote parts of Australia;
- Build relationships with Aboriginal and Torres Strait Islander people, community leaders, advocates and professional intermediaries (financial counsellors, lawyers and caseworkers) with the goal of promoting our services, learning about common problems that Aboriginal and Torres Strait Islander communities face in regards to financial services, and working with other staff to improve our services and systemic advocacy for Aboriginal and Torres Strait Islander people;
- Provide information and support over the telephone, in person and via other communications technologies to Aboriginal and Torres Strait Islander people coming to our service for assistance;
- Act as the primary point of contact for Financial Rights when developing and maintaining relationships with key Aboriginal and Torres Strait Islander stakeholders to cultivate greater engagement, partnerships and connectedness between Financial Rights, regional community groups and service providers/organisations and Aboriginal and Torres Strait Islander communities;
- Help generate, update and improve the Financial Rights' self-help resources available on the Financial Rights' websites in ways that will make them more accessible to Aboriginal and Torres Strait Islander communities.

General Duties:

- Develop skills in identifying public interest issues in our policy work and casework, especially for Aboriginal and Torres Strait Islander people;
- Participate in regular training and professional development activities, including developing current & new knowledge in credit, debt, banking and insurance issues as, and presenting to other staff on issues of professional interest as identified from time-to-time by the Staff Meeting;
- Attend Financial Rights' staff meetings, casework meetings and policy meetings;
- Contribute content to the Financial Rights E-Flyer;
- Undertake administrative work incidental to other tasks, such as word processing, filing, printing, scanning, copying etc; and
- Undertake other relevant duties as directed by the Coordinator, Principal Solicitor and Policy Team from time to time.

About you

The successful applicant will:

- Have a strong commitment to promoting the financial rights of Aboriginal and Torres Strait Islander communities;
- Be passionate about increasing access to legal representation and advice for Aboriginal and Torres Strait Islander People experiencing financial difficulty;
- Be proactive in establishing and maintaining a strong stakeholder network of key Aboriginal and Torres Strait Islander organisations and communities;
- Be able to work both independently and as part of a broader team to achieve the best outcomes for our Aboriginal and Torres Strait Islander Clients;
- Be understanding of the limitations of Financial Rights and be innovative in helping us to make the most effective use of our resources to reach and impact the greatest number of Aboriginal and Torres Strait Islander Communities;
- Be willing to assist other staff at Financial Rights to provide culturally appropriate advice and services to our Aboriginal and Torres Strait Islander clients; and
- Have a keen interest in increasing your knowledge about the financial issues impacting on Aboriginal and Torres Strait Islander people in Australia, including through participation in both formal and informal training and educational opportunities.

END