

17 April 2019

Dear Applicant,

Thank you for your indication of interest in the position of *Aboriginal Service Coordinator* at Financial Rights Legal Centre (**Financial Rights**).

Aboriginal or Torres Strait Islander -Identified Position

The role is a targeted Aboriginal or Torres Strait Islander recruitment under Part 5, clause 26 of the Government Sector Employment Rules 2014. Financial Rights considers that being Aboriginal or Torres Strait Islander is a genuine occupational qualification under s 14 of the Anti-Discrimination Act 1977 (NSW).

Addressing the Aboriginality selection criterion at the interview

Aboriginality is a selection criterion for the advertised position, and the selection panel may ask you a question about your Aboriginality. The panel is trying to determine how your cultural background, along with your skills and experiences make you the best person for the job. You may be asked a question along the lines of:

"Please outline to the panel, your previous experience at working with and engaging Aboriginal and Torres Strait Islander people and communities together with your professional skills, knowledge and experience and how you think these will benefit Financial Rights".

A note on our 'Cultural Safety' and 'Aboriginal Employment Target' commitments

As a community legal centre providing information, advice and assistance in relation to credit, debt and insurance, Financial Rights understands that 'Access-to-Justice' for potential clients, turns on our Cultural Safety. We have a dedicated advice line for Aboriginal and Torres Strait Islander people, Mob Strong Debt Help, which is available nationally. Many of our Aboriginal and Torres Strait Islander callers are referred to our case work services provided by our solicitors and financial counsellors because their matters are often more complex and the callers can be very vulnerable or disadvantaged.

We see the *Aboriginal Service Coordinator* role as critical to planning, developing and promoting this service and helping to ensure that all the services we provide at Financial Rights are accessible to Aboriginal and Torres Strait Islander people. We are also keen to implement strategies to assist Aboriginal and Torres Strait Islander people to avoid financial pitfalls and exploitation.

You will work as part of Financial Rights to:

- Further develop and implement our outreach, communications and networking plan (including media and social media work) for promoting Financial Rights Legal Centre's

Mob Strong Debt Help service to Aboriginal and Torres Strait Islander communities within the constraints of Financial Rights' funding position;

- Build relationships with Aboriginal and Torres Strait Islander people, community leaders, service providers, 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;
- 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;
- Provide information, referrals 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;
- Work with other staff to ensure our services are safe and culturally appropriate for Aboriginal and Torres Strait Islander clients. Assist staff to develop and implement strategies to improve communication with clients and client retention;
- Maintain and develop resources, messaging and other initiatives designed to assist Aboriginal and Torres Strait Islander people to deal with financial problems and avoid exploitation by financial service providers.
- Work with the CEO and other staff to identify and secure funding opportunities to enhance the service, including to develop culturally appropriate and effective resources and initiatives.

Enclosed, please find the following documents:

- Financial Rights Legal Centre's Purpose and Objectives
- Position description for the position of *Aboriginal Service Coordinator*
- Selection Criteria for the position of *Aboriginal Service Coordinator*
- Statement regarding salary

Applications that do not address the Essential Selection Criteria will not be considered. We do not expect that most applicants will have all the experience listed in the Highly Beneficial Criteria.

Once we have received your written application addressing the Selection Criteria, suitable applicants will be asked to come into our office to take part in a formal interview process.

Reference checks will also be conducted prior to offering the position to the successful applicant. All of your application and personal information will be kept confidential.

Our website www.financialrights.org.au provides more information about Financial Rights. If you wish to discuss the position or the work of Financial Rights further prior to forwarding your application, please do not hesitate to contact Karen Cox at Karen.cox@financialrights.org.au or 02 8204 1340.

Please note that the position is subject to a 6 month probation period.

Closing date for applications: 19 May 2019
Applications may be sent by e-mail: jobs@financialrights.org.au
Or ordinary post: Financial Rights Legal Centre Inc.
P.O. Box 538
Surry Hills NSW 2010

Regards,



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CEO
Financial Rights Legal Centre
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