

## **Mob Strong Financial Counsellor**

### **Position Description**

#### **General**

The Mob Strong Financial Counsellor is employed to:

- Provide telephone financial counselling, information, options and referral to First Nations people nationally, with particular priority given to people who are disadvantaged as a result of language, literacy barriers, trauma, geographical isolation, low income, disability or related factors.
- Resource and support financial counsellors and capability and support workers assisting the First Nations community.
- Provide advocacy and assistance to callers to assist them to resolve their financial problems where resources permit.

The role is performed within the framework of the aims, objectives, policies and procedures of Financial Rights Legal Centre (the Centre).

#### ***Reporting Relationship***

The Mob Strong Financial Counsellor (“financial counsellor”) reports to the Acting Director of Mob Strong.

#### **Duties**

1. Answer the telephone advice lines and respond to live chat. The advice lines include: Mob Strong Debt Help, and Caseworker Hotline.
2. Make an initial assessment of the client’s financial situation over the telephone.
3. Use technology to support and capture financial counselling outcomes. Use First Nations interpreter services as needed.
4. Encourage clients to advocate and negotiate on their own behalf and to develop the necessary skills to address their situation. Refer clients to website resources.
5. Provide advocacy for clients meeting the Centre’s intake criteria as either one-off task assistance or ongoing casework (representation). Casework intake should be guided by Mob Strong’s strategic priorities.
6. Seek assistance and legal advice from solicitors where appropriate.

7. Work with staff to ensure our services are safe and culturally appropriate for First Nations Clients. Assist staff to develop and implement strategies to improve communication with clients and client retention.
8. Work co-operatively with the Mob Strong Debt Help team and the Centre's legal staff to provide multi-disciplinary assistance and representation to clients to assist them to resolve their financial problems
9. Provide financial counselling, including information, options and referral to a financial counsellor in the client's local area as appropriate. Where a client has an issue outside of the organisation's areas of expertise, refer to appropriate external party (for example another community legal centre, counselling, emergency relief).
10. Contribute to the drafting and maintaining Mob Strong Debt information resources including promotional & educational material, website content, media releases, and other resources.
11. Contribute to media as requested.
12. Participate in the systemic advocacy of the Centre including active participation in Mob Strong and other meetings, providing feedback to their manager and policy staff on the trends and issues arising in casework, writing or contributing to letters/submissions regarding policy issues and legislative reform, providing comment on policy positions, submissions, publications and other related activities.
13. Participate in the delivery of community legal education and other professional development activities designed to resource First Nations support workers as required, particularly regional financial counsellors and capability workers.
14. Comply with the Community Legal Centres' Risk Management Guide as applicable, including but not limited to confidentiality, conflict checking, maintaining client files at a high professional standard and entering all client records into the designated database.
15. Acquire and/or maintain accreditation as a financial counsellor with the Financial Counselling Association of NSW (FCAN).
16. Act consistently with the Centre's values and Code of Ethics and comply with the all applicable policies and procedures.
17. Participate in and contribute to appropriate casework, supervision, staff and management meetings.
18. Participate and contribute to outreach within community, across NSW and nationally, including, where appropriate the individuals own community.
19. Participate in and contribute to Financial Counsellors Association of NSW (FCAN) or other sector meetings as required.
20. Participate in and contribute to internal or external training or professional development opportunities as required.
21. Contribute to continuous improvement strategies in relation to the policies, procedures and work practise of the Centre.
22. Other duties as required.

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