

Senior Financial Counsellor

Position Description

General

The Senior Financial Counsellor will conduct the duties outlined below within the framework of the aims, objectives, policies, and procedures of the Financial Rights Legal Centre (the Centre).

Reporting Relationship

The Senior Financial Counsellor reports to the Director of Advice.

Direct Reports

The Senior Financial Counsellor is responsible for the direct line management of a small team of financial counsellors.

Duties

People Management

- Provide leadership, mentoring, and coaching to the financial counselling team to support their professional development and performance.
- Identify training needs and promote training opportunities for the team.
- Conduct regular team meetings and reflective practice sessions to foster collaboration and continuous improvement.
- Complete all people management activities as directed by the Management team and/or the Director of Advice including fostering teamwork and cooperation to achieve team goals, including the attainment of numeric targets and the provision of quality advice, casework, and education, and successful policy work.
- Participate in the recruitment and induction of staff as required.
- Be available to other staff in this role in accordance with any applicable roster.

Service Delivery

- Participate in delivering financial counselling through one or more of Financial Rights service channels (phone, chat, or face-to-face) in a reduced capacity in accordance with rostered duties and at other times as required.
- Maintain a small casework load, in accordance with applicable policies and procedures.
- Provide support to financial counsellors or caseworkers in other agencies who reach out to the Centre, whether through the Caseworker Hotline or otherwise.
- Ensure the financial counselling advice and casework services meet professional and ethical standards as required by Financial Counselling Australia and the Financial Counselling Association of NSW.
- Oversee the daily operations of the financial counselling team, managing risk, professional obligations, and compliance with the Risk Management Guide.
- Monitor and evaluate the effectiveness of the financial counselling services and implement improvements as needed.
- Develop and implement strategies to achieve numeric targets and provide quality financial counselling services.

Policy, Community Education & Stakeholder Management

- Participate and provide thought leadership to the policy work of the Centre. This will include assisting the financial counselling team to identify and report on issues facing consumers, attending external stakeholder meetings and contributing to policy development, submission writing, and advocacy to promote industry best practices and law reform.
- Be a spokesperson for the Centre in the media and at external meetings and events as required.
- Participate in and contribute to Financial Counsellors Association of NSW and Financial Counselling Australia networks and initiatives, or other sector meetings as required.
- Participate in the delivery of internal and external training, and other professional development activities designed to resource financial counsellors as required, particularly regional financial counsellors. Ensure appropriate financial counsellor representation at industry conferences which are prioritised by the Centre.

Collaboration

- Work collaboratively with colleagues to provide integrated services to clients, to advocate for systemic change and to improve internal processes.
- Comply with and contribute to the development of the Centre's policies, procedures and work practices.
- Attend staff meetings and participate in the general administration of the Centre as required, including participating in appropriate sub-committees.
- Act consistently with the Centre's values and Code of Ethics.

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