

Women's Legal Service NSW Position Description

Position: Financial Counsellor	Location: Sydney Office: Lidcombe
Salary Level: \$67,763.70 – \$89,309.24 (\$37 - \$49 per hour) Status: Contract full time Hours: 35 hrs per week	Award: Linked to the Community, Home Care & Disability Services Industry Award 2010 Salary: WLS NSW Enterprise Agreement Counsellor Grade 4 Senior Counsellor Grade 5
Supervisor	Accountability Structure
Responsible to: Executive Officer	Board of Management ↓ Principal Solicitor/Executive Officer ↓ Financial Counsellor
Role and Context of Position	
<p>Women's Legal Service NSW (WLS NSW) promotes access to justice through the provision of legal services, law reform and community legal education, particularly for women who are disadvantaged by their social and economic circumstances. The role of WLS NSW is to foster legal and social change to redress inequalities experienced by women.</p> <p>Women's Legal Service NSW has been funded by the Financial Counselling Foundation for three years to employ a Domestic Family Violence Financial Counsellor.</p>	
<p>Financial Counsellor (Grade 4)</p> <p>The WLSNSW financial counsellor delivers specialist family violence financial counselling services to clients, working collaboratively with WLSNSW's staff as part of an integrated model of service delivery that incorporates legal assistance, financial counselling and community support.</p> <p>The financial counsellor also contributes to WLS NSW's strategic advocacy priorities and outcomes.</p> <p>Senior Financial Counsellor (Grade 5)</p> <p>A senior financial counsellor may be recruited at Grade 5 or appointed to that position through an internal appointment process, depending on her experience and demonstrated ability to meet the selection criteria for a senior financial counsellor. In addition to the above duties, a senior financial counsellor will undertake a broad range of complex projects and have responsibility for the carriage of complex projects in conjunction with community legal education and law reform work.</p> <p>The senior financial counsellor participates in the effective management of the service.</p>	

Supervision		
<p>As per WLS NSW policy.</p> <p>Documented bimonthly supervision meetings to monitor and provide support with a focus on:</p> <ul style="list-style-type: none"> • Debriefing • Accountability • Work Health and Safety • Training and development 		
Annual Performance Appraisal		
<p>As per WLS NSW policy.</p> <p>An annual performance appraisal will be conducted during a bi-monthly supervision meeting. The appraisal will assess achievement of expectations and requirements, including any relevant industry standards. Standards for assessment will be drawn from expectations in this position description.</p>		
Organisation Expectations		
<p>This section describes expectations that apply to all employees regardless of their role.</p>		
Expectation	Tasks	Evidence Guide
<p>1. Governance and Accountability</p>	<p>All employees will</p> <p>1.1 Adhere to the WLS NSW Constitution, philosophy, policies and procedures including state & federal legislation, funding body service agreements, and industry standards.</p> <p>1.2 Write and complete work plans in line with the WLS NSW outcomes.</p> <p>1.3 Prepare reports on outcomes as required.</p> <p>1.4 Document work in line with required standards.</p> <p>1.5 Undertake data collection</p> <p>1.6 Perform all reasonable duties requested by the EO or Principal Solicitor.</p> <p>1.7 Work outside ordinary business hours may be required.</p> <p>1.8 Undertake a yearly performance appraisal.</p> <p>1.9 Attend supervision sessions.</p>	<p>Demonstrated:</p> <p>1.A Familiarity with and application of all relevant regulations and standards.</p> <p>1.B Appropriate reports prepared and submitted.</p> <p>1.C Work plans in place and appropriate.</p> <p>1.D Communications clear and effective.</p> <p>1.E All set duties carried out.</p>
<p>2. Teamwork</p>	<p>All employees will:</p> <p>2.1 Attend staff, team and casework meetings when required.</p> <p>2.2 Contribute to WLS NSW planning relevant to own work.</p> <p>2.3 Contribute to a positive and cooperative work environment.</p> <p>2.4 Follow through on commitments.</p> <p>2.5 Contribute to housekeeping tasks.</p> <p>2.6 Note and discuss areas for process improvement.</p> <p>2.7 Act to support volunteers, management and other staff members.</p>	<p>Demonstrated:</p> <p>2.A Effective working relationships with other staff.</p> <p>2.B Appropriate contributions to meetings.</p> <p>2.C Appropriate contributions to planning activities.</p> <p>2.D Supportive behaviour towards other staff and volunteers.</p> <p>2.E Adapted to and/or suggested improvements to work processes.</p>

3. Development	All employees will: 3.1 Participate in required training and ongoing professional education.	Demonstrated: 3.A Improvements in skill or knowledge from development opportunities.
4. Work Health and Safety	All employees will: 4.1 Understand the WHS Policy, and how they can participate and support the implementation of WHS Policy.	Demonstrated: 4.A Ability to identify safety hazards, report and document incidents or exercise duty of care.

Position Expectations		
Expectation	Tasks	Evidence Guide
1. Financial Counselling Program Development Outcome: A plan is developed and implemented for an integrated domestic and family violence counselling program to operate within WLS NSW.	1.1 Contribute to the development of a strategic plan for the service. 1.2 Develop an annual Work Plan to implement the financial counselling objectives of the strategic plan. 1.3 Coordinate the effective implementation of this Work Plan with WLS NSW staff, volunteers and external partners. 1.4 Evaluate the workplan. 1.5 Ensure that administrative systems are in place to enable effective coordination of and identification of financial counselling work. 1.6 Implement quality control and continuous improvement strategies to enable the ongoing development of the financial counselling program. 1.7 Evaluate, monitor and report financial counselling program performance against service outcomes as outlined in the strategic plan. 1.8 Participate in legal casework meetings. 1.9 Participate in professional external supervision in accordance with the supervision guidelines of the Financial Counsellors Association of NSW. 1.10 Provide support, training and guidance for other WLS NSW staff in relation to specific financial counselling projects as required. 1.11 Provide timely advice and support in relation to financial counselling issues to WLS NSW staff as required.	Demonstrated: 1.A Financial Counselling Work Plan developed, implemented and evaluated. 1.B Financial Counselling Work Plan is carried out in line with administrative systems.

<p>2. Service provision</p> <p>Outcome: Specialist family violence financial counselling is delivered to clients, working collaboratively with WLS NSW staff as part of an integrated model of service delivery.</p>	<p>2.1 Undertake financial counselling activities as per the Work Plan.</p> <p>2.2 Provide financial counselling assistance and advice to clients experiencing domestic and family violence.</p> <p>2.3 Work collaboratively with WLS NSW staff to identify financial issues of clients and determine the financial counselling assistance that can be provided and any associated legal advice and casework to be provided by WLS NSW solicitors.</p> <p>2.4 Undertake casework in accordance with the WLSNSW casework policy and Risk Management Guide.</p> <p>2.5 Assist clients to understand their consumer rights and advocate to creditors and service providers.</p> <p>2.6 Collect data and support the ongoing monitoring and evaluation of the financial counselling program.</p> <p>2.7 Identify policy issues that arise from the financial counselling work and work with WLS staff to address them.</p> <p>2.8 Contribute to the development and monitoring of WLS NSW priorities and outcomes.</p> <p>2.9 Represent WLS NSW at relevant industry events and forums.</p> <p>2.10 Work with the Community Legal Education Officer in the development and delivery of community education and training programs.</p>	<p>Demonstrated:</p> <p>2.A Clients receive financial counselling.</p> <p>2.B Financial counselling is integrated with WLS NSW client services.</p> <p>2.C Clients understand their consumer rights.</p> <p>2.D Financial issues are included in service planning, law reform and community education activities.</p>
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Selection Criteria

Essential:

1. Eligible to be a member of the Financial Counsellors' Association of NSW.
2. Hold a Diploma of Financial Counselling or equivalent qualification.
3. Knowledge of the financial impact and issues relating to domestic and family violence.
4. Knowledge of relevant state and federal credit, debt and social security legislation.
5. Demonstrated understanding of, and commitment to, social justice issues for women, particularly Aboriginal and Torres Strait Islander women, and those experiencing social, economic and cultural disadvantage and lack of access to legal services.
6. Understanding of cross cultural issues for women, particularly Aboriginal and Torres Strait Islander women, experiencing domestic violence, sexual assault or family break down.
7. Demonstrated work management skills including the capacity to prioritise, manage and balance short and long term tasks and projects.
8. Demonstrated ability to work effectively as part of a team.

Desirable:

9. Demonstrated experience in family violence financial counselling.
10. Ability to formulate financial action plans, set goals and work with women who have experienced family violence to achieve these goals.
11. Experience providing financial counselling to clients in a community or not for profit organisation.

Additional criteria for Senior Financial Counsellor:

12. Ability to undertake a broad range of complex projects and have responsibility for the carriage of complex projects in conjunction with community legal education and law reform work.
13. Capacity to participate in the effective management of the service.

Being a woman is a Genuine Occupational Qualification for the purposes of WLS service provision (Section 31 *Anti-Discrimination Act 1977*).

Certification

I have carefully reviewed this Position Description and am satisfied that it fully and accurately describes the requirements of the position.

WLS NSW Authorised Officer

Position: _____

Signature: _____ Date: _____

I have read this document and agree to undertake the duties and responsibilities as listed above. I acknowledge this profile is only an indication of tasks and understand that I may be required to undertake additional duties and responsibilities from time to time that are not detailed herein, yet within or aligned to my skills set.

Financial Counsellor

Name: _____

Signature: _____ Date: _____