

Financial Counsellor – Level 4/5

Organisation Overview

Circle Green Community Legal (**Circle Green**) is a community legal centre providing humanitarian, tenancy, workplace, and family and domestic violence legal advice, further assistance, representation, advocacy, community legal education, referrals, outreach, and support.

Circle Green provides accessible justice and seeks to create system, place, and space to ensure a safety net of best practice legal advice, education, and advocacy. Services aim to assist people who are otherwise disadvantaged in their access to legal services.

Specialist services also support other providers of community legal services to develop local service capacity and to build strong referral pathways.

Values



Role Contribution

This role is funded through a grant from the Financial Counselling Foundation to deliver financial counselling services to tenants in private rental accommodation who are experiencing or at risk of financial hardship.

The Financial Counsellor will deliver high quality financial counselling services to eligible clients. This will include assessment of financial situations to provide short and long-term solutions, including the provision of information, advice, and practical assistance to meet positive outcomes and increase financial literacy and wellbeing.

The Financial Counsellor will be part of the Tenancy stream, working closely with lawyers and other team members delivering legal and support services to provide clients with trauma-informed, effective, and streamlined assistance. A client-centred approach and a commitment to the provision of high quality services to vulnerable people are essential.

Key relationships

- Reporting to the Principal Lawyer
- Working with Circle Green lawyers, advocates, administration and non-legal staff, and central support functions

Key Responsibilities

Service development and promotion

- Work with the Principal Lawyer and broader team to develop and implement a service delivery framework.
- Raise awareness of the importance and impact of financial counselling across the organisation.
- Collaborate with external stakeholders including other community legal centres delivering tenancy advice services, to develop good referral pathways and enhanced service provision to optimise client outcomes.

Client services

- Effective delivery of financial counselling through phone and in person appointments.
- Conduct assessments of financial situations and provide discrete or ongoing assistance to clients as required.
- Work with clients to understand their financial situation and provide information, advice, and practical strategies to reduce financial hardship.
- Where appropriate, identify any additional legal and non-legal issues faced by clients, and facilitate referrals to other legal and support services to address these.
- Provide related advocacy services and help clients increase financial knowledge, skills, and resilience.

Stakeholder engagement

- Contribute to the development of community education activities that increase awareness of financial resilience and related issues.
- Contribute to the development of resources and publication activities including submissions, reports, factsheets, and other relevant publications.
- Represent Circle Green as necessary, growing appropriate partnerships, networks, and industry contacts.

Administration

- Maintain accurate client data and records of assistance provided in relevant databases.
- Prepare internal and external reports as required.
- Complete other administration tasks as required.

Team Responsibilities

- Implement Circle Green's policies and procedures and act in accordance with the organisation's mission and values.
- Participate in Circle Green's team meetings, and planning and review activities.
- Carry out other duties, consistent with the role, as directed by the Principal Lawyer.

Selection Criteria

Credentials

- Hold a Diploma in Financial Counselling.
- A member, or eligible to become a member, of the Financial Counsellors' Association of Western Australia.

Experience

- Demonstrated experience in Financial Counselling.
- Experience in supporting vulnerable and disadvantaged groups.
- Demonstrated commitment to the principles of social justice and human rights.

Skills

- Demonstrated ability to work within a financial counselling framework and deliver a best practice approach.
- Ability to recognise the ways in which legal issues may interact with financial and other non-legal issues.
- Understanding of the social issues facing financially disadvantaged clients and their families.
- Excellent written and verbal communication skills, with the ability to understand and convey complex concepts to people from diverse social, cultural, and linguistic backgrounds.
- Ability to effectively time manage a high and diverse workload.
- Ability to work both independently and as a collaborative and effective team member.

Desirable

- Experience working in a community legal centre or other multi-disciplinary environment.