

Financial Counsellor
(to support people affected by problem gambling)

(Part-time position – 2 days a week)

Illawarra Legal Centre Inc.

The Illawarra Legal Centre (ILC) is a community legal centre. ILC is funded by State and Federal Government to provide a number of free services in the Illawarra, including financial counselling services.

We seek to employ a part-time Financial Counsellor (the Applicant) to provide financial counselling services to support people affected by problem gambling.

The Applicant must be a fully accredited member of the Financial Counsellors Association of NSW.

The Applicant must have completed or be willing to undertake the following three problem gambling units of competency or equivalent qualifications:

- 1- CHCGMB501A – Work effectively in the problem gambling sector.
- 2- CHCGMB502A – Assess the needs of clients with problem gambling issues;
and
- 3- CHCGMB504A – Provide counselling for clients with problem gambling issues.

Salary and conditions are in accordance with the Illawarra Legal Centre Inc. Enterprise Agreement (equivalent to level 5 of the SCHADS award).

Applicants must address the selection criteria and include the names and contact details of at least two most recent referees.

Applications must be received at the Illawarra Legal Centre by 4.30pm, Friday 14 December 2018.

Contact: Maroun Germanos on: (02) 42 761939 or our website www.illawarralegalcentre.org.au for an information package.

ILLAWARRA LEGAL CENTRE

Financial Counsellor

SELECTION CRITERIA

Essential:

1. The applicant must be a fully accredited member of the Financial Counsellors Association of NSW (FCAN).
2. The applicant must have completed or be willing to undertake the following three problem gambling units of competency or equivalent qualifications:
 - CHCGMB501A – Work effectively in the problem gambling sector.
 - CHCGMB502A – Assess the needs of clients with problem gambling issues; and
 - CHCGMB504A – Provide counselling for clients with problem gambling issues.
3. Demonstrated understanding of the needs of disadvantaged groups.
4. Demonstrated ability to work in a team.
5. Ability to work positively with people from diverse cultural, linguistic and educational backgrounds.
6. Commitment to the philosophy of Community Legal Centres.
7. Ability and willingness to provide outreach services as required.
8. A current driver's license and access to a comprehensively insured reliable vehicle.

Desirable:

1. At least 12 months experience working as a Financial Counsellor.
2. Other relevant community experience.

Illawarra Legal Centre Inc.

Job Description: Financial Counsellor (to support people affected by problem gambling)

Role:

The Financial Counsellor (FC) is expected to provide assistance, advocacy, advice and information to people in financial difficulties with priority assistance Given to those affected by problem gambling. The FC is to assess the presenting problems and provide the client with various available options and encourage the client to decide on a suitable course of action.

The FC aims to improve the financial knowledge, skills, capabilities and financial resilience of vulnerable individuals and families to alleviate the immediate impact of financial stress and to progress initiatives in relation to problem gambling.

The service provided by the FC will include community outreach and education including promotion of the service and will work cooperatively with other state funded gambling services, gaming venues and organisations providing financial counselling services.

Accountability:

The Financial Counsellor is ultimately accountable to the Management Committee of the Illawarra Legal Centre through the Coordinator.

On a day-to-day basis, the Financial Counsellor is accountable to the Team Leader and through the team leader to:

- The Principal Solicitor for legal practices (such as casework, CLE and law reform)
- The Coordinator for work practices (other)

The Financial Counsellor is part of the Financial Counselling Team.

DUTIES

Casework:

A Face to Face

1. Assess the clients' overall financial situation including any legal action they may be facing or are likely to face as the result of their financial difficulties.
2. Provide information on the possible available options to address the clients' specific problem/s and the implications of these options on their financial situation.
3. Advocate and negotiate on the client/s behalf with credit providers or debt collections agencies as instructed by the client.

4. Inform clients about the debt recovery process through the courts when relevant.
5. Provide information, assessment and assistance in relation to voluntary bankruptcy and other alternative options under the Bankruptcy Act 1966.
6. Liaise with Centre workers to provide an integrated approach to client/s problems, and use internal referral of clients to other Centre workers when necessary.
7. Provide outreach casework services as necessary.
8. Participate in service case conferences, network casework forums, professional indemnity compliance checks and other casework strategies.
9. Maintain and monitor casework files, written submissions, precedents, resource and reference files on useful cases.
10. The Financial Counsellor, in consultation with the Team Leader, will implement a work plan in accordance with the current and future funding agreements.

B Telephone Advice and Information.

1. Provide telephone advice, information and referral (to appropriate agencies when necessary) service to clients within the Centre's geographical boundary.

Administration:

1. Undertake all necessary clerical, administration and filing processes.
2. Prepare reports for staff, sub-committees and management as required.
3. Undertake all service standard procedures.
4. Provide input when required to evaluations and reviews of the service.
5. Attend relevant training as required by the membership policy of the Financial Counsellors Association of NSW (FCAN), in order to stay eligible for accreditation and membership and to keep up to date with developments in the consumer credit laws, alternative dispute resolution and court processes etc. to enhance knowledge and update skills to better service clients.
6. Attend relevant training to enhance and improve project implementation.

Community Legal Education:

1. The Financial Counsellor in conjunction with other Centre workers and relevant community workers will plan and present community legal education on financial counselling and related debt and credit matters.
2. Use a variety of strategies to provide community legal education (CLE) to both the general public and those working with them. Strategies will include using interpreters when necessary. Workers will also use all forms of media for CLE and promotion of the service.
3. In conjunction with other legal centre workers, participate in the preparation of publication and development of community legal education resources, if required.

Community Development:

1. Initiate contacts and work co-operatively with other stakeholders, such as other community welfare organisations, gaming venues, government services etc, to implement the project's aims and objectives to assist people affected by problem gambling.
2. Participate in local projects and networks to publicise the service, strengthen links with other community services workers to improve access to the service for specific groups such as Culturally and Linguistically Diverse Communities and Aboriginal & Torres Strait Islander Communities.
3. Assist in developing mechanisms that assist clients to learn to advocate for themselves when possible.

Policy and Law Reform:

1. Participate in relevant networks and organisations and on law reform committees such as Financial Counsellors Association Of NSW (FCAN) and Financial Counselling Australia (FCA).
2. Identify policy and law reform issues arising from casework, mainly the effect of the widespread of gambling venues and activities such as advertising.
3. Contribute to and assist in the preparation of policy documents and law reform submissions as appropriate.

General Duties

1. Undertake relevant training and professional development activities.
2. Participate in relevant centre activities.
3. Attend and participate in staff meetings

4. When appropriate, attend and participate in management committee meetings.
5. Adhere to the policies and procedures of the Centre as amended by the Management Committee from time to time.
6. Undertake other work and tasks as delegated by management and staff.
7. Comply with all relevant WH&S policies & procedures

(Revised Nov 2018)

INFORMATION FOR APPLICANTS

We hope this information sheet will give you a better understanding of the Illawarra Legal Centre's recruitment and selection procedures and assist you in submitting your application.

Applications: Illawarra Legal Centre does not use application forms. You should apply in writing for the position, **addressing the Selection Criteria**. A copy of the Selection Criteria is included as part of this information package. If you do not address the selection criteria, you may not be considered for the position. *You must include a resume which sets out your personal details (name, address and contact details) and the name and contact details of two recent referees.* Please mark your application "Confidential".

Acknowledgement of Applications: Illawarra Legal Centre does not acknowledge receipt of applications unless requested to do so. If you would like an acknowledgement please make your request clearly visible (a note attached to the front page is helpful).

Further Enquiries: If you have further enquiries about the position please contact Maroun Germanos (Team Leader) on (02) 4276 1939.

Copies of degrees, diplomas etc: It is not necessary to include these with your application. Successful applicants may be required to provide copies of academic qualifications when taking up an appointment.

Short Listing: The Employment Sub-Committee will make arrangements to interview short listed applicants. Letters will be sent to other applicants advising them their applications were not successful.

Interview: Local applicants will be interviewed in person. Interstate applicants will generally be interviewed by telephone. For telephone interviews a conference telephone is used so all members of the Employment Sub-Committee are able to converse with the applicant. Interview panels normally comprise three or four people. A list of the interview questions may be provided to interviewees 15-30 minutes before the interview. Where this is to occur you will be notified when arranging the interview time.

Final Selection: Successful applicants will be contacted by telephone and sent a written offer of appointment. Unsuccessful applicants will be notified and offered feedback.

Employment Contract: A package will be sent to the successful applicant. This will include a letter of appointment, two copies of their contract (one of which

must be signed and returned to the Centre Coordinator on or before the first working day) and a copy of our Enterprise Agreement.

EEO: Illawarra Legal Centre is an equal opportunity employer and staff are expected to initiate and/or comply with current equal opportunity principles.

Smoke Free Environment: Illawarra Legal Centre maintains a smoke free working environment.

General Information: General information regarding the Illawarra Legal Centre may be found at the Centre's website on **www.illawarralegalcentre.org.au**