



POSITION	Financial Counsellor	STATUS	Full Time or Part time
REPORTS TO	Program Coordinator, Financial Counselling & Capability Program	LOCATION	Various
RELEVANT ENTERPRISE AGREEMENT	FMC Mediation and Counselling Victoria Enterprise Agreement 2018 (Better Place EA)	UNDERLYING AWARD	Health Professionals and Support Services Award 2020

BETTER PLACE AUSTRALIA

Better Place Australia (BPA) has a vision of *“An Australia where all people experience positive relationships, truly value each other and live safer, more fulfilling lives”*. Our purpose is *“To empower people to become more resilient and experience improved wellbeing to better determine their futures”*.

Our organisational values are at the forefront of all interactions with our employees, our clients and our stakeholders.

We are:

- Creative
- Caring
- Welcoming
- Responsive; and
- Thriving

As a community focused ‘for-purpose’ organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across Victoria.

PURPOSE OF ROLE

The Financial Counsellor is responsible for delivering high quality and responsive services for people experiencing financial difficulties in line with funding agreements and BPA’s policies and procedures.

WORK PERFORMED

Direct Service:

- Deliver high-quality financial counselling services in accordance with the National Standards for Membership and Accreditation and the FCA Code of Ethical Practice, supporting a diverse client group including those impacted by family violence, mental health challenges, illness, and complex life circumstances.
- Conduct comprehensive intake and financial assessments (via phone, video, and face-to-face) to understand clients’ financial situations, identify key issues, and develop tailored, sustainable options to improve financial wellbeing.

- Provide intensive casework support including information, skills education, advocacy, and negotiation with financial institutions and service providers, with a focus on trauma-informed and empowerment-based practice.
- Facilitate referrals and coordinated support with internal teams and external agencies to ensure holistic, integrated service delivery across financial counselling, financial capability, and gambling financial counselling streams.
- Collaborate with multidisciplinary teams and provided secondary consultations, guidance, and support to colleagues to enhance client outcomes across the organisation.
- Participate in intake, triage, and service allocation processes to ensure timely and appropriate responses to client needs.
- Engage in regular professional supervision (financial counselling and supervisory) to maintain practice standards and support reflective practice.
- Represent the service in network meetings, forums, and sector activities, contributing to partnership development and broader systemic advocacy.

Key Responsibilities:

- Deliver high-quality financial counselling across phone, video, and face-to-face settings.
- Use trauma-informed, culturally sensitive approaches to support clients in achieving financial stability.
- Advocate for clients with financial institutions, service providers, and external dispute resolution agencies.
- Collaborate with internal teams and external services to ensure holistic support.
- Contribute to sector development and systemic advocacy through forums and working groups.
- Other duties as assigned and which are consistent with the scope of the position.

REQUIRED KNOWLEDGE AND EXPERIENCE

Essential:

- Diploma of Financial Counselling.
- Experience supporting individuals in financial distress, ideally within community services or the not-for-profit sector.
- Confident working independently, yet you value teamwork and actively contribute to a supportive, collaborative culture
- Strong financial counselling, case management and advocacy skills, with the ability to assess and provide tailored financial options and solutions
- Understanding of credit and debt legislation, hardship policies, consumer protection laws and financial rights
- Demonstrated skills in cultural sensitivity, with a strong understanding of trauma and/or family violence
- Demonstrated experience of working in partnership with other agencies and networking with relevant stakeholders.

PERSONAL COMPETENCY REQUIREMENTS

- The ability to think creatively and develop innovative responses to situations as they arise
- Outstanding written and verbal communication skills
- Demonstrated experience in working with a multi-disciplinary team
- Highly developed interpersonal skills and ability to build relationships and partnerships with internal and external stakeholders.

- Ability to represent the organization in service networking forums, engaging and maintaining effective stakeholder relationships.

RISK SCREENING

- Current Victorian driver's license and access to own transport
- Current satisfactory National Police check
- Working with Children Check (Victoria)

KEY RELATIONSHIPS / INTERACTIONS

Internal

- Administration Coordinators
- Operational Staff
- Program Coordinator, Manager and General Manager
- Executive Team
- CEO

External

- Clients and their family members
- Community and Government Representatives and Service Providers.
- External partners
- Government funding bodies
- Other community services providers and Peak bodies

GENERAL INFORMATION

Better Place Australia is a for purpose organisation, providing services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. At BPA, we all have a shared responsibility for supporting a culture of inclusivity and diversity. Our organisation is committed to child safety and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.

KEY PERFORMANCE INDICATORS

- ≥85% of new clients contacted within 5 working days of referral
- ≥90% compliance in file audits (assessment, documentation, advocacy)
- ≥70% of clients achieve at least one agreed financial goal
- ≥75% client engagement/attendance rate across appointments
- Demonstrates BPA values as indicated through client feedback, supervision, and observation