

Position Description



Position: Financial Counsellor
Classification Code: ASO6
Division: Legal Information and Advice

POSITION DESCRIPTION

Summary of Role:

The Financial Counsellor will have responsibility for providing financial counselling information, advice and assistance to Legal Services clients as part of an integrated, holistic and client-focused service with a particular focus on people experiencing domestic, family and sexual violence. The Financial Counsellor will refer clients to other Legal Services' divisions and relevant services, as required.

Reports to: Senior Financial Counsellor, Legal Information and Advice

Special Conditions:

The employee:

- may be required to undertake some out of hours work.
- may be required to undertake some intra/interstate travel.
- may be required to work at any Legal Services office as required.
- will undergo periodic National Police Clearances and DHS Working with Children Checks.
- is required to comply with the standards outlined in the Code of Ethics for the South Australian Public Sector, relevant legislation, and Legal Services policies and procedures.
- is required to maintain strict confidentiality in accordance with Section 31A of the *Legal Services Commission Act 1977*.
- is required to participate in performance reviews and development programs.
- is required to attend mandatory in-house training and Mandatory Continuing Professional Development.

Key Responsibilities and Duties:

- Provide financial counselling information, advice and assistance to Legal Services' clients as part of an integrated, holistic and client-focused services, particularly focussing on people experiencing domestic, family and sexual violence.
- Assist clients to resolve their personal financial difficulties and access other sources of support and assistance including internal referrals.
- Undertake comprehensive assessment of clients' financial circumstances and develop tailored strategies to support their financial recovery and stability.

- Work closely with various divisions to identify financial issues impacting legal matters to support an integrated client outcome.
- Work closely with the Senior Financial Counsellor to identify gaps, priorities and emerging needs in community information and education relating to money and financial issues.
- Assist with development and delivery of community education to increase awareness of the financial counselling service and the role it plays in a legal context.
- Assist in collating data and statistics to inform reporting and records required for relevant funding agencies.
- Contribute to the development and maintenance of various policies and procedures relating to the financial counselling service.
- Undertake appropriate professional development activities to maintain and enhance the knowledge and skills require to fulfill the responsibilities of the position and retain South Australian Financial Counsellors Association (SAFCA) membership.
- Maintain partnerships with key stakeholders to improve service access and outcomes for individuals experiencing domestic and family violence.
- Communicate effectively with persons from a wide range of backgrounds including differing socio-economic and cultural backgrounds.
- Comply with Legal Services' requirements for the recording of client information, statistical data and other reporting and evaluation procedures, and maintain good file management and comply with professional ethics and standards.
- Actively participate and contribute to responsible and safe work practices by complying with WHS legislation, policies and procedures.
- Embrace diversity and cultural differences in the workplace by displaying respectful behaviour in the workplace.

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS

Educational/Vocational Qualifications:

- Diploma of Financial Counselling which gives eligibility for membership with SAFCA.

Personal Abilities/Aptitudes/Skills:

- Sound communication skills, including the ability to explain complicated financial terminology in plain language with empathy.
- Ability to identify financial issues and deliver long-term, practical solutions including assessment, counselling, and advocacy.
- Ability to positively engage with other teams within Legal Services and with external agencies, using a range of communication techniques including electronic systems, telephone and face to face interactions.
- Ability to work independently and as a member of a multi-disciplinary team.
- Demonstrated well developed organisational skills including the ability to prioritise workload, competing demands, meet deadlines and work under pressure.
- Ability to exercise initiative, analyse complex problems and implement practical solutions towards a suitable solution to client problems.
- Demonstrated commitment to continuing professional development and expanding general knowledge in the area of financial counselling.

Experience:

- Experience in providing financial counselling to vulnerable clients in a legal setting, in particular with people experiencing domestic, family and sexual violence.
- Experience in early assessment for clients.
- Experience working collaboratively within multidisciplinary teams, including legal, social work, housing, and domestic, family and sexual violence services.
- Strong digital skills and competency in the use of Microsoft Office suite of products, the internet, email correspondence and electronic records management systems.

Knowledge:

- Understanding and commitment to principles of social justice and understanding of domestic, family and sexual violence as it relates to vulnerable clients.
- A good working knowledge of relevant legislation and how it impacts the client group.
- Understanding of trauma-informed and culturally responsive service delivery practices.
- An understanding of Workplace Health and Safety and Equal Opportunity principles.

DESIRABLE REQUIREMENTS

- South Australian Financial Counsellors Association membership.
- Experience in providing financial counselling to vulnerable clients in a legal setting, in particular with people experiencing domestic, family and sexual violence.

Position Description Approval

Approved by:

Signed by:

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 Delegate

07 October 2026

Date