

Job Description

Financial Counsellor

Job Description	Details
Service	Financial Counselling Service
Grade/Year	Grade 4 / Year Subject to experience (Illawarra Legal Centre Enterprise Agreement 2016)
Classification	Part time (21 hours per week)
Date of Approval	08/08/2025
Organisation Website	www.illawarralegalcentre.org.au

Empowering Communities. Restoring Financial Independence.

Location: Wollongong. Following successful probation, flexible-hybrid work available

Salary: \$110,856* – \$115,861* (*pro rata) + 12% Super + 17.5% Leave Loading

Additional Benefits: Above award pay conditions | Up to \$15,900 Salary Packaging |

5 Weeks Annual Leave (*pro rata) | EAP | Extra leave over Christmas Week |

Generous Personal Leave | Ongoing Professional Development

What We Offer

- **A supportive, inclusive, and safe** workplace where your wellbeing matters.
- **Flexible work arrangements** that suit your lifestyle (after successful probation)
- **Salary sacrifice** to boost your take-home pay.
- **Generous leave provisions** to support work/ life balance.
- **Ongoing professional development**, training, and supervision.
- **Employee Assistance Program (EAP)** for personal and professional support.

About Us

At ILC, we exist to support vulnerable and disadvantaged people to access free legal services and to recognise and act on their legal rights. Our team is dedicated, person-centred, and deeply committed to the values of social justice, dignity, and human rights.

We're seeking a skilled and compassionate Financial Counsellor who wants more than just a job - someone who wants to make a real difference in the lives of people experiencing financial stress.

Why Join ILC?

- **Purpose-Driven Work** – Make a tangible difference every day, helping people regain financial stability.
- **Flexible Work Options** – Enjoy a healthy work-life balance with options to work from home and the office.
- **Generous Benefits** – Above award pay conditions, 5 weeks annual leave (*pro rata), an extra week off over Christmas, salary sacrifice opportunities to increase your take home pay, and professional development.
- **Supportive Culture** – Be part of a diverse, inclusive team that values your voice, growth, and wellbeing.

About the Role

As our Financial Counsellor, you'll provide free, confidential assistance, advocacy, advice and information to people experiencing financial hardship. You will assess the presenting issue and provide clients with various options for the client to choose their course of action. You will advocate for client rights, and support people in navigating debt, credit, and bankruptcy challenges. You will be a trusted advocate, educator, and change-maker, delivering meaningful services while identifying systemic issues and contributing to policy and law reform.

Key Responsibilities

- Assess client financial circumstances and advise on practical options and implications.
 - Provide support, advocacy and negotiation with creditors and debt collection agencies.
 - Deliver tailored financial counselling for individuals.
 - Contribute to legal education initiatives in the community on credit, debt and financial rights.
 - Maintain accurate case notes, meet reporting obligations and funding targets.
 - Identify law reform opportunities and contribute to submissions that reflect client experiences.
 - Build and strengthen community networks to increase client access to services.
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Essential Criteria

1. Relevant Financial Counselling qualifications and Accredited member of NSW State Association of Financial Counsellors (FCAN).
 2. Case management experience in Financial Counselling.
 3. Demonstrated experience working with people affected by financial hardship, problem gambling, knowledge of consumer protection legislation and policy, credit system, debt recover and bankruptcy laws.
 4. Demonstrated Advocacy and negotiation skills, with excellent verbal and written communication skills.
 5. Demonstrated experience in administration, data reporting requirements, understanding and experience in complying with regulatory, ethical, privacy and other relevant guidelines.
 6. Demonstrated ability, to use technology effectively, managing workloads and working within a team to achieve service outcomes.
 7. Superior interpersonal skills including ability to establish and maintain effective relationships with clients, colleagues and stakeholders and exercise tact and sound judgement
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Your Impactful Skill Set

What	Description	Skill Level
Manage Self	Stay motivated, committed, and open to learning. Keep up to date with best practice, set and achieve goals, seek feedback, and reflect to improve.	Intermediate
Effective Communication	Communicate clearly and respectfully, tailoring messages to audiences. Listen actively, encourage input, share information, and write in plain English.	High
Be Client Focused	Provide person-centred services tailored to each client's needs. Promote a client-focused culture, share accurate information, and advocate as instructed.	Intermediate
Work Collaboratively	Foster teamwork, respect diverse views, share knowledge, and use team strengths to solve problems and improve services.	Intermediate
Influence and Negotiate	Achieve positive outcomes through fair, respectful negotiation. Strive for win-win results, manage conflict sensitively, and minimise disputes.	High
Demonstrate Accountability	Be transparent and responsible for your work. Focus on outcomes, manage resources wisely, practise safe work, and use supervision to improve.	Intermediate
Technology, Workload Management & Teamwork	Use case management systems, databases and other digital tools to deliver services and meet reporting requirements. Prioritise tasks, manage competing deadlines and caseloads, and collaborate with colleagues to coordinate client support and share workload.	High

Ready to Make a Real Difference?

If you're passionate about empowering people through financial justice, apply today. Be part of a team that listens, acts, and changes lives.

Address applications to:

Anne Marie Sharkey

Team Leader

asharkey@theilc.org.au

Applications **must** address the Essential Criteria to be considered.

 **No Close date: Please apply as soon as possible. Applications will be assessed as they are received.**

ILC is an equal opportunity employer. We welcome and encourage applicants of all backgrounds, abilities, identities, and experiences to apply.

Previous applicants need not apply.