



Position Description

POSITION DETAILS

Job title:	Family Violence Financial Counsellor – SAGE
Classification level:	5
Service area:	Legal Services / Family Violence Initiatives
Location:	Boronia and integrated outreach locations across the Eastern Metropolitan Region.
Reports to:	Program Coordinator – SAGE
Direct reports:	N/A
Employment status:	Part-time (30 hours per week). Ongoing All positions at the Centre are subject to the continuation of external and program funding
Employment conditions:	In accordance with the Eastern Community Legal Centre Enterprise Agreement 2013-2016 and applicable legislation, and the requirements contained in the job description, each of which forms part of this contract
Probationary period:	A three-month probationary period applies, which may be extended by an additional three months. Employment may be terminated by the employee or ECLC within the probation period with two weeks written notice
Travel:	The position will require attendance at alternate locations, including other ECLC offices and outreach sites as required, in addition to occasional evening commitments. Generally, employees utilise their insured and roadworthy private vehicles with travel costs reimbursed



EASTERN COMMUNITY LEGAL CENTRE

Vision: Human Rights | Fairness | Justice

ECLC is a multidisciplinary legal service that works to prevent problems, progress fair outcomes and support the wellbeing and resilience of communities and community members in Melbourne's East.

ECLC works with communities and community members living in Boroondara, Knox, Manningham, Maroondah, Whitehorse and Yarra Ranges.

Making the most of its abilities and the resources available, ECLC provides:

- information, advice and assistance across a range of legal and related issues
- advocacy to resolve problems at the earliest opportunity
- referrals to community agency partners
- integrated legal services, including through Health Justice Partnerships
- community development and education programs with a focus on rights, responsibilities and options
- primary prevention activities, using broad partnership approaches
- strategic advocacy to change unfair laws and improve systems and practices.

POSITION CONTEXT

Family Violence Initiatives

The Family Violence Initiatives team includes ECLC's integrated practice family violence programs SAGE (Support, Advice, Guidance, Empowerment), Mabels and WELS (Women Engaging and Living Safely) and sits within the Legal Services directorate. Integrated Practice from a community legal centre perspective have previously involved the integration of community lawyers and other community service professionals working together to address the needs of community members. This is currently being expanded to include financial counsellors. 'Integration' can take different forms including co-location, multidisciplinary/interdisciplinary teams or partnerships with community services.

SAGE (Support, Advice, Guidance, Empowerment)

ECLC has been selected by the Australian Government to implement a specialist family violence unit under the Women's Safety Package (announced in September 2015).

The SAGE team currently comprises a Program Co-ordinator, Senior Community Lawyer, Family Violence Advocate and Intake and Administration Officer.

In November 2018, additional funding was announced expanding the model to include financial support services to assist women facing economic abuse/insecurity and reduce financial hardship experienced by women following family violence.

SAGE provides a unique model for providing intensive wraparound legal and family violence support to women with increased vulnerability experiencing, or at risk of, family violence with multiple legal issues. SAGE also has strong partnerships with services that provide additional specialist support.

The SAGE Program integrates a Community Lawyer and a Family Violence Advocate and a Financial Counsellor to provide a trauma informed approach to supporting women to engage with their legal, social and financial options in responding to family violence. SAGE is designed to provide a service that responds to the family violence legal needs of women that face additional barriers to accessing services, specifically:

- Aboriginal and Torres Strait Islander communities
- CALD communities



- Women with disabilities
- Women with mental health issues
- Women who are socially or geographically isolated.

SAGE seeks to overcome barriers that can make accessing services more difficult for some women experiencing family violence. Through integration with specialist services, SAGE seeks to provide a service that is flexible and responsive to the diverse needs of women within a culturally safe and accessible framework.

Health Justice Partnerships (HJP)

A HJP is a model of providing integrated services where a lawyer or legal service becomes part of the healthcare team, and people have access to legal services in health care settings. Through the integration of a legal service into a healthcare setting, a HJP is designed to break down barriers to accessible legal and financial counselling services for people experiencing health issues and to thereby bring about health benefits due to effective legal and financial counselling advocacy on behalf of patients.

Developments in the effective provision of legal assistance particularly within the context of family violence have urged the legal assistance sector to broaden its understanding of early intervention. The cross-discipline perspectives that come from the HJP model facilitate a more holistic understanding of when legal services may be determined to be 'early intervention'.

ECLC is keen to explore how the role of the Financial Counsellor can enhance the work of the Health Justice Partnerships, Mabels and WELS.

Mabels

Shared Vision

To prevent and respond to family violence within the Maternal and Child Health context by improving the responses of maternal and child health, legal and support services in a co-ordinated and integrated manner, with a focus on mothers engaging with Maternal Child and Health services.

Partnership Approach

ECLC is the project lead with three key project partners:

- Boorndawan Willam Aboriginal Healing Service
- Two Victorian Local Government Council Maternal and Child Health Services

Model

Mabels specialist family violence legal clinics are integrated into the MCH program at selected sites in two municipalities to assist and empower women who disclose family violence to the MCH nurses. The clinics utilise a family violence lawyer and a family violence advocate working together on-site with the MCH service to provide women with family violence and related legal advice, safety planning, information and referrals in the same appointment.

In addition to the legal and specialist family violence services, Aboriginal women are provided with the option of a specialist family violence service from an Aboriginal community-controlled organisation.

WELS (Women Engaging Living Safely)

Eastern Community Legal Centre and Eastern Health have recently partnered to establish WELS, a Health Justice Partnership to increase capacity to respond to women experiencing or at risk of experiencing family violence attending the health service for antenatal care. The development of this program has been based on the Mabels model, but adapted to meet the needs of women attending the health service at an earlier stage of their experience.



ROLE OF FAMILY VIOLENCE FINANCIAL COUNSELLOR - SAGE

The role of the Family Violence Financial Counsellor will be integrated as part of the SAGE team but will also work across all of the Family Violence Initiatives programs, which include Mabels and WELS, and will be focused on:

1. Identifying financial abuse through integrated/ collaborative assessment approaches
2. Providing financial advocacy with creditors to assist in the recovery from economic abuse
3. Formulating financial action plans, set goals and work with women who have experienced family violence to achieve these goals.
4. Engaging in practice that reduces barriers, builds trust, expands choice, prioritises safety, promotes empowerment, in ensuring the financial needs and rights of the individual are upheld
5. Awareness raising regarding financial issues experienced by victims of family violence and the role and benefit of financial counselling in order to increase the capacity of key stakeholders to appropriately respond to family violence economic abuse
6. Advocacy on policy issues that arise from casework experience
7. Working collaboratively with the community lawyer, community advocate and other professionals to assist in improving access to justice and support services

COLLABORATES WITH

ECLC directors, management, employees and volunteers. Partner agencies.

DECISION MAKING AUTHORITY

Decision making authority regarding day to day work flow. In consultation with the Co-ordinator – SAGE.



KEY RESPONSIBILITY AREAS		
No.	Key Responsibilities	Performance Measures
1.	<p>Financial Counselling Advice and Casework Service</p> <p>Provide high quality financial counselling advice and casework. This includes:</p> <p>1.1 Providing financial counselling assessment, advice and casework assistance to clients who have /are experiencing family violence as part of an integrated multi-disciplinary response</p> <p>1.2 Maintaining personal caseload</p> <p>1.3 Providing financial counselling information and secondary consultation services to community workers working in the family violence support sector who seek information from the Centre and or partner agencies</p> <p>1.4 Collaborate with the SAGE lawyer and family violence advocate to deliver co-case management services</p> <p>1.5 Ensure an understanding of ECLC’s Integrated Practice Framework, and abide by, all professional obligations relating to legal professional privilege and maintaining client confidentiality within a multidisciplinary team.</p> <p>1.6 Identify and contribute to casework trends and systemic problems impacting on clients experiencing family violence and economic abuse</p> <p>1.7 Collect data to assist with monitoring and evaluation and maintain relevant records and files</p>	<p>Regularly monitor the operation of the SAGE team for compliance with ECLC practice guidelines and requirements</p> <p>Deliver financial counselling advice and carry the required caseload as negotiated periodically</p> <p>Resource and provide financial counselling expertise to partner agencies and community workers where appropriate</p> <p>Financial counselling processes reviewed periodically in consultation with the Coordinator - SAGE</p> <p>In consultation with the Co-ordinator – SAGE and Manager – Family Violence Initiatives, contribute casework and insights into relevant policy advocacy</p>
2.	<p>Community Development</p> <p>As agreed with the Co-ordinator – SAGE, provide educative programs promoting awareness of financial issues pertaining to family violence. This may include:</p> <p>2.1 Engaging in partnership development activities with agencies and other local parties in order to build awareness of the SAGE program</p> <p>2.2 Providing community legal education presentations and seminars</p>	<p>Deliver community legal education sessions as required</p> <p>Prepare and deliver professional development sessions on topical issues for agencies and partners</p> <p>Participate in external forums as ECLC’s representative as required</p>



<p>3.</p> <p>General</p> <p>3.1 Participate in line management supervision with the Co-ordinator - SAGE</p> <p>3.2 In consultation with the Co-ordinator - SAGE, undertake CPD training and Professional Supervision as part of maintaining professional membership</p> <p>3.3 Adhere to all ECLC centre policy and procedures</p>	<p>Participate in regular professional supervision</p> <p>ECLC policies and procedures adhered to at all times</p>
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CORE CAPABILITIES	
Capability	Description
Communicating with Others	<ul style="list-style-type: none"> ▪ Adopts a professional communication style that demonstrates audience understanding, using clear verbal, written and interpersonal skills in both positive and negative situations ▪ Negotiates confidently from an informed and credible position ▪ Actively listens to, considers and acknowledges differing ideas and perspectives and contributes to group discussions
Working with Others	<ul style="list-style-type: none"> ▪ Creates and maintains positive, professional and respectful working relationships and is transparent in all interactions, treating people fairly and equitably ▪ Shares information and works co-operatively to solve challenges and build supportive, collaborative and responsive relationships ▪ Recognises and reflects upon the impact of own actions/behaviours on others and uses a range of individual or organisational options to resolve interpersonal or behavioural issues ▪ Focusses on group results & celebrates teams' successes
Taking Action	<ul style="list-style-type: none"> ▪ Seeks out information from various sources and obtains relevant facts before making decisions or proposing solutions ▪ Demonstrates the ability to reach firm and clearly defined decisions, including consideration of broader context and risk, that are timely and objective ▪ Takes responsibility for own decision making within scope of authority and delegates, consults and informs appropriately ▪ Using a range of techniques, develops workable solutions to problems and challenges in collaboration with others ▪ Contributes to and participates in process improvement and new approaches/ideas



CORE CAPABILITIES

Coping with Pace, Challenges and Change

- Explores the reasons for change and is open to new and different ideas, approaches and processes and supports others in understanding change
- Shows resilience and optimism, and remains calm despite barriers or difficult circumstances
- Responds appropriately to constructive criticism and conflict situations, learning from experiences and identifying areas of self-development
- Focuses on achieving objectives even under pressure and adopts appropriate strategies to balance work and life, maintain a reasonable workload and model this for others

Leadership

- Motivates and empowers others, providing clear direction, development and coaching, and modelling behavioural standards
- Supports an organisational culture that reflects ECLC values and vision
- Values and encourages respect for diverse professional, cultural and personal experience, fostering multidisciplinary learning and practice, internally and with organisational partners
- Builds and sustains high trust relationships, fostering openness in discussions and demonstrates good emotional intelligence and self-awareness



KEY SELECTION CRITERIA (QUALIFICATIONS, KNOWLEDGE & SKILLS, PERSONAL ATTRIBUTES)

Mandatory Qualifications

- Diploma of Financial Counselling or Diploma of Community Services (Financial Counselling)
- Current membership of Financial and Consumer Rights Council (FCRC) Victoria
- Current Victorian Drivers Licence (or eligibility)

Essential Knowledge

- Thorough knowledge of relevant credit and debt legislation
- Demonstrated experience of complex casework, advocacy and negotiation
- Ability to undertake work recognising the relationship between casework, community development and community legal education

Essential skills

- Demonstrated experience working with or within a multi-disciplinary environment particularly in family violence
- Demonstrated commitment to meeting the legal needs of disadvantaged groups
- Commitment to social justice and equality
- Demonstrated high level written and oral communication skills, including the ability to simplify legal jargon and the ability to liaise and negotiate with government and non-government organisations, institutions and community groups.
- Excellent research skills and ability to provide accurate and practical advice

Desirable Knowledge and Skills

- Community language or experience working with people from Culturally and Linguistically Diverse (CALD) and/or Aboriginal and Torres Strait Islander backgrounds
- Completion of family violence training for financial counsellors will be highly regarded
- Experience and understanding of the social context of family violence and economic abuse
- Sensitivity to issues of confidentiality, age, gender, cultural background, disability, and sexuality in relation to older people and their families
- Knowledge of the social demographics and community services within the Eastern Metropolitan Region.

Personal Attributes

- Ability to work both independently and as a member of a team, and to contribute to program development, implementation and evaluation
- Preparedness to work in varied environments, including health and community settings
- Ability to work under pressure



MANDATORY REQUIREMENTS OF ALL EMPLOYEES

- **Commitment to ECLC Vision, Mission, Aim and Values**

Demonstrate commitment to the ECLC Vision, Mission, Aim and Values through employment activities and conduct

ECLC Values:

Respect - appreciating diversity and treating all people with dignity

Compassion - understanding the underlying causes of disadvantage & offering support without judgment

Advocacy - providing a voice for those who cannot advocate for themselves and joining voices with those addressing injustice

Safety - assuring confidentiality for clients and being responsive to their own assessment of safety and wellbeing

Justice & human rights - showing courage in encounters with injustice, promoting equitable access to legal help, and working to empower communities

Strong governance & assurance - practicing proactive and transparent leadership and striving for continuous improvement

Resourcefulness & practicality - finding solutions through working collaboratively and generously sharing expertise

Innovation & entrepreneurship - encouraging new ideas, taking calculated risks to increase impact, and leading by example

Quality & evaluation - building evidence-based practice through a robust monitoring and evaluation culture

- **Self-Referral**

It is ECLC policy that no staff member or volunteer shall, under any circumstances, refer work to themselves, their families or other members of their firms.

- **Pre-employment Verification**

Appointment may be subject to satisfactory completion of screening requirements, including but not limited to:

- provision of a current practising certificate
- a valid Employee Working With Children Check
- National Criminal History Check
- International Criminal History Check
- verification of work rights in Australia
- certified copies of qualifications

APPLICATION PROCESS

Applications including resume, cover letter and responses to the Key Selection Criteria to be submitted by midnight on Sunday, 12 July 2020 to employment@eclc.org.au
Applications must clearly address the selection criteria contained in the position description.

The recruitment process is expected to comprise two stages for short-listed applicants:



- A face-to-face interview with the selection panel; and
- Professional reference checks.

The selection panel may conduct additional interviews or assessments at its discretion.

Further Information: www.eclc.org.au

Questions: Please contact Ruth Howland on 0438 153 332