



POSITION DESCRIPTION

FINANCIAL COUNSELLOR

OVERVIEW

PROGRAM	Housing Solutions
POSITION REPORTS TO	Manager Housing Pathways
DIRECT REPORTS	Nil
IDENTIFIED POSITION	No; Aboriginal and Torres Strait Islander candidates are strongly encouraged to apply
DATE PREPARED	July 2025
AWARD	SCHCADS award level 6.1 (0.8 FTE)

ORGANISATION CONTEXT

About

Aboriginal Housing Victoria (AHV) is an Aboriginal¹ community organisation responsible for managing more than 1,800 rental properties for Aboriginal people living in Victoria.

Our vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

In addition to being the largest non-government Aboriginal housing organisation in Australia, AHV is the lead agency for Victoria's Aboriginal housing and homelessness policy, *Mana-na woorn-tyeen maar-takoort* (Every Aboriginal Person has a Home). As the housing and homeless policy lead in the Victorian Aboriginal community, AHV has a responsibility to work in partnership with the government to secure the resources and reforms to implement the policy, while we support sector development to empower Victoria's Aboriginal community to determine its chosen housing future.

AHV's housing services are targeted at those most in need of support. Through the provision of secure housing by an Aboriginal rental provider, AHV helps strengthen and maintain Aboriginal communities and cultural ties.

Values

Aboriginal cultural values underpin AHV's values. Our values provide an ethical framework within which all decisions are made, and our services are delivered. Our values guide how we relate to our clients, each other and to the Aboriginal and non-Aboriginal community.

Respect and support for Aboriginal identity and culture and for our tenants and stakeholders

Striving for excellence through leadership in Aboriginal housing and best practice service delivery

Integrity, trust and honesty in all our business activities

Collaborative relationships with our community, tenants, government and stakeholders

Kindness, compassion, courtesy and dignity in our relationships with our clients, our stakeholders and with each other

AHV is also committed to promoting and protecting the interests and safety of children.

PROGRAM INFORMATION

¹ Throughout this document the term "Aboriginal" is used to refer to both Aboriginal and Torres Strait Islander people.

The Housing Solutions division is responsible for managing all aspects of a tenancy from allocation to end of lease, wellbeing and home ownerships programs and community engagement for more than 1800 properties throughout regional and metropolitan Victoria.

PURPOSE OF THE POSITION

Based in our Fitzroy North office but delivering services statewide, the Financial Counsellor will support Community experiencing financial hardship or requiring financial counselling where renting stress is a contributing factor and/or to improve access to home ownership for Aboriginal Victorians.

This will be achieved through the delivery of quality, non-judgemental financial counselling casework to empower community members to understand their financial rights and options and set financial management goals. The financial counsellor can also advocate with creditors, when necessary, and make appropriate referrals to other support organisations.

The Financial Counsellor will work closely with the AHV teams, other ACCOs, community legal centres and relevant support service providers to provide holistic support to clients. This will integrate financial counselling with appropriate AHV services, providing a comprehensive response to the complex needs of our clients.

KEY RESPONSIBILITIES

- Provide person-centred, respectful and non-judgemental financial counselling to support community members to achieve financial stability and reduce financial burden on households.
- Develop a clear service model and Home Ownership, Renting and rental stress toolkits to support both Aboriginal Housing Victoria households with rent related financial stress, and Aboriginal Victorians attempting to access home ownership
- Develop promotional materials and activities, including outreach and marketing activities to ensure engagement with the service.
- Offer flexible service delivery options such as telephone or videoconferencing to increase accessibility.
- Work collaboratively with other service providers and stakeholders where an integrated approach is required to respond to community member's issues.
- Provide accurate and consistent assessment, negotiation/advocacy with creditors and external agencies to address financial stress.
- Provide training and support for existing staff to ensure they understand the financial counselling service and can make effective referrals.
- Ensure the appropriate collection of data that support tracking on service outcomes and the ability to report to funding providers as required.
- Regularly review and analyse data to inform service improvements and decision-making.
- Ensure that services are designed in a culturally aware manner and leverage existing relationships, both internally and externally, to ensure that multiple referral pathways are developed and maintained.
- Adhere to financial counselling sector standards and membership requirements, including active participation in professional development and regular professional supervision to ensure quality and currency of professional practice.

QUALIFICATIONS AND LICENSES

- Victorian driver's license
- A Diploma of Financial Counselling is mandatory
- Membership or eligibility to register with Financial Counselling Victoria (registration fees will be covered by Aboriginal Housing Victoria if necessary).

KEY SELECTION CRITERIA

- Awareness and appreciation of Aboriginal communities and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- Experience of financial counselling issues experienced by individuals and families and an understanding of the issues that contribute to this.
- Competent counselling and interpersonal skills including negotiating and conflict resolution skills and the ability to counsel clients in a supportive non-judgemental manner.
- Ability to assess a person's financial situation, identify possible options and communicate this knowledge to individuals clearly and effectively.
- Ability to advocate and negotiate on person's behalf and help develop self-determined skills around financial management.
- Experience working effectively with clients with complex needs.
- Excellent communication skills, both verbal and written.
- High level interpersonal skills, with a demonstrated capacity to work collaboratively with peers, staff and other stakeholders, and exercise influence in a range of contexts.
- Ability to work independently, including capacity to exercise effective personal judgement.

EMPLOYMENT CONDITIONS

- Terms and conditions of employment as included in the Contract of Employment.
- AHV is an equal opportunity workplace.
- A National Police Records Check and Working with Children Check, satisfactory to AHV, are required before commencement.
- Attendance at mandatory and other training as required.
- Constructive/active participation in key AHV activities, which support renters and the Aboriginal community more generally e.g. AHV NAIDOC Family Day.