

Role Description

Financial Counsellor, Domestic Violence Unit

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Domestic Violence Unit, Family Law Division
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Not Applicable
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	12 July 2022 Reviewed April 2025
Agency Website	www.legalaid.nsw.gov.au

Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 28 regional offices in metropolitan and regional centres across NSW including the two satellite offices located at Walgett and Bourke and a number of specialist services and advice clinics. It was established under *the Legal Aid Commission Act 1979* as an independent authority to assist economically and socially disadvantaged people to understand and protect their rights in the legal system. People with disabilities, people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some of the groups who may experience difficulties when enforcing and defending their rights.

Working in partnership with private lawyers, Legal Aid NSW provides legal information, legal advice, minor assistance and legal representation to eligible people in many areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues.

Primary purpose of the role

Provide information, referral, advocacy and other financial counsellor services to clients of the Domestic Violence Unit and other female clients of Legal Aid NSW who are experiencing or have experienced family violence.

Key accountabilities

- Provide effective and trauma informed financial counselling services to clients of the Domestic Violence Unit and other female clients of Legal Aid NSW in accordance with legislation and directions, policy, guidelines and practice standards
- Effectively utilise Legal Aid NSW electronic case management/tracking/reporting systems and databases and provide accurate statistical and other information about work carried out
- Develop and deliver financial literacy education to assist and empower clients to gain an improved ability to manage their financial affairs
- Keep up to date on developments in the financial counselling sector and identify/attend training as required

- Partner with legal officers and domestic violence workers to provide coordinated financial counselling and legal case management
- Develop and maintain effective interdisciplinary working relationships with lawyers and other colleagues within the DVU to support service delivery to clients

Key challenges

- Effectively servicing clients who have complex and challenging legal and financial issues
- Working closely with legal officers and social workers to ensure the provision of high quality services and managing a demanding workload
- Working in a high-volume work environment with strict deadlines and a range of competing demands

Key relationships

Internal

Who	Why
APS Team Leader, Domestic Violence Unit	<ul style="list-style-type: none"> • Provide assistance and receive guidance
Colleagues	<ul style="list-style-type: none"> • Collaborate to ensure the delivery of high-quality services
Solicitors	<ul style="list-style-type: none"> • Consulting and assisting in the identification and servicing of clients with financial issues
Allied Professional Practice Group	<ul style="list-style-type: none"> • Peer support, sharing of expertise, professional training and development

External

Who	Why
State- wide and regional government, non-government and private providers	<ul style="list-style-type: none"> • Ensure the best outcomes for clients

Role dimensions

Decision making

Working under limited supervision. Delivers timely and accurate broad range of financial counsellor services to clients.

Reporting line

APS Team Leader, Domestic Violence Unit
Manager Allied Professional Services

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Diploma of Community Services (Financial Counselling) or the Diploma of Financial Counselling
- Accreditation with Financial Counsellors' Association of NSW INC
- Demonstrated 5 years relevant experience
- Capacity and willingness to travel
- Valid current Working With Children Check

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

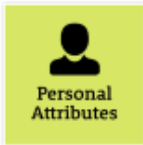
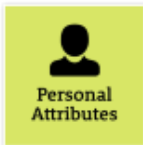
The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities


Capability group/sets	Capability name	Behavioural indicators	Level
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• Be flexible and adaptable and respond quickly when situations change• Offer own opinion and raise challenging issues• Listen when ideas are challenged and respond appropriately• Work through challenges• Remain calm and focused in challenging situations	Intermediate
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way• Support a culture of integrity and professionalism• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct• Recognise and report misconduct and illegal and inappropriate behaviour• Report and manage apparent conflicts of interest and encourage others to do so	Intermediate











	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others 	Intermediate
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs 	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate

	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational