

Domestic & Family Violence Financial Counsellor

Position purpose

The Domestic & Family Violence Financial Counsellor supports the delivery of high-quality, client-centred financial counselling services to women experiencing disadvantage in the Macarthur region. Reporting to the Domestic & Family Violence Senior Financial Counsellor, the Financial Counsellor will support the expansion of our services in providing financial counselling, casework and advocacy support to women experiencing domestic and/or family violence to minimise financial abuse and restore their financial safety.

Key responsibilities

Financial Counselling

- Provide financial counselling, advocacy and casework assistance to clients experiencing, impacted by or at risk of domestic/family violence. (E.g. assist women leaving domestic violence relationships with separation related debt management, financial security etc.).
- Communicate sensitively and professionally with clients (including vulnerable clients), practicing trauma-informed and culturally safe communication and support.
- Work collaboratively with MLC's range of services to provide vulnerable, mutual clients with holistic wrap-around support.
- Establish and maintain a reliable network of relevant specialist workers for warm referral purposes.
- Provide information, referrals and support for MLC clients.
- Provide ongoing non-legal casework services to MLC clients.
- Maintain accurate client records, data entry and reporting to meet funding and monitoring requirements.
- Ensuring the security and confidentiality of data.

Community engagement and support

- Attend relevant interagencies and organisations in the Macarthur region, if required, to promote MLC's services and help inform best practice.
- Liaise more broadly with workers in the CLC sector and related sectors, to assist with service promotion, targeted service delivery, etc.
- Contribute and advocate within MLC, and the community more broadly, for the advancement the financial wellbeing for survivors of domestic/family violence.

- Occasional travel to client appointments or outreach locations may be required.

Team and organisational contribution

- Participate in team meetings, case reviews and contribute to quality improvement, data collection and advocacy projects as required.
- Participation in all-staff meetings, trainings and planning days as required.
- Undertaking ongoing training as required.
- Comply with policies and procedures and maintain currency through internal training
- Participate in required supervision and meet any agreed performance indicators or work plan activities
- Undertake any reasonable additional tasks as directed by management.

About You

We are looking for a motivated and compassionate professional who is committed to social justice and equity. You will have:

- A Diploma of Financial Counselling (or equivalent) and eligibility for membership with a recognised financial counselling association
- 2–4 years' experience providing financial counselling to people experiencing disadvantage
- Strong knowledge of debt, credit, fines, income support systems, and financial abuse
- Demonstrated ability to work in a trauma-informed, client-centred manner
- Excellent communication skills and the ability to explain complex information clearly
- Strong organisational skills and the ability to manage a diverse caseload independently
- A current NSW Driver's Licence and willingness to travel for outreach
- Holds (or is willing to obtain) a Working With Children Check and Police Check
- Experience working in a community legal centre, working with First Nations communities, or knowledge of domestic and family violence systems is highly desirable.

Macarthur Legal Centre is committed to creating a diverse and inclusive workplace that represents our community. We encourage applications from all backgrounds. We are dedicated to providing an environment where everyone feels respected and valued.

To submit your application or have a conversation in confidence please email your CV and cover letter to jmcgarry@maclegal.net.au by 5pm 6th March 2026.