

Financial Counsellor

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Financial Counsellor - Cairns

Indigenous Consumer Assistance Network (ICAN)

Join our team of dedicated professionals and be a part of making a lasting impact on individuals' lives. Together, we can drive positive change, promote financial wellbeing, and advocate for systemic improvements to laws and industry practices.

- Based in Cairns, tropical far north Qld
- Competitive salary and benefits
- Full-time role with an early finish every Friday
- 5 weeks annual leave
- Ongoing paid professional development opportunities
- A truly supportive team with vast experience and knowledge

First Nations People are strongly encouraged to apply!

About Us and the Role

We are a not-for-profit organisation dedicated to providing comprehensive financial counselling and consumer advocacy services across communities in north and far north Queensland. Our vision is "Empowering Indigenous Consumers".

As an ICAN Financial Counsellor you will play a crucial role in assisting individuals and families in overcoming financial challenges and achieving financial stability. Our services encompass both telephone and face-to-face financial counselling, intake, and referral services, as well as short and long-term case management. We pride ourselves on our ability to negotiate with creditors, advocate for people through Internal and External Dispute Resolution schemes, and support individuals throughout their financial journey.

Our ICAN Financial Counsellors, operate within the ICAN Thrive framework. This approach places the wellbeing and empowerment of the individuals we assist at the forefront. Our goal is to provide the necessary support and tools that enable our clients to achieve their financial

goals. Through our service delivery, we not only address immediate concerns but also identify systemic issues. We actively engage in systemic advocacy to improve laws and industry practices.

Key duties include, but are not limited to:

- Providing face-to-face and telephone financial counselling services, including intake and ongoing case management processes.
- Working collaboratively with clients to identify their money goals and a plan to achieve those goals through the ICAN Thrive framework.
- Advocating, within established guidelines and procedures, on behalf of clients in relation to their debts, including negotiating with creditors and making complaints to internal and external dispute resolution bodies where necessary.
- Working collaboratively with clients to address their financial concerns and improve their financial situation, including through budget development; addressing their superannuation, insurance, and taxation issues/needs; and handling bankruptcy and consumer complaints.
- Developing and liaising effectively with referral networks and collaborate with other service providers to deliver meaningful outcomes for clients.
- Developing, building, and maintaining relationships with community members and organisations on the ground in communities which ICAN outreaches to.
- Working with Management to create educational and promotional resources through various media i.e., video, audio, interviews, photos and written content, within skillset and expertise.

Our Ideal Candidate

If you have a passion for empowering others to overcome financial obstacles and thrive, we want to hear from you!

Essential Criteria:

- Diploma of Financial Counselling.
- Current membership with relevant State / Territory peak body relating to financial counselling and/or provision of financial services (i.e., Financial Counsellor's Association of Queensland).
- Minimum 2 years' experience practicing as a financial counsellor or other relevant equivalent experience
- Current 'C' class driver's licence.

Key Selection Criteria:

1. Work experience that demonstrates an understanding of relevant issues and protocols associated with First Nations cultures and communities and the proven ability to communicate appropriately and effectively with First Nations peoples, community councils, and key services on the ground in communities.

2. Experience working with people in vulnerable situations who are experiencing financial difficulty and have multiple, complex needs.
3. Ability to communicate and negotiate effectively, both orally and in writing, at all levels within public and private sector environments.
4. Ability to analyse problems, collate data, meet deadlines, present outcomes and options for clients and manage client casework effectively and efficiently.
5. Ability to work independently and collaboratively within a team.
6. High level of computer literacy including the use of zoom and/or other online delivery platforms and Microsoft Office.

How to Apply

To apply for this position please upload:

- Covering Letter (maximum 2 pages) – introducing yourself outlining why you are an excellent candidate for this position and briefly responding to the first two key selection criteria listed above.
- Resume (maximum 4 pages) and including 2 current referees contactable by phone and email.

Please note:

- Shortlisting for interviews is based on how well your knowledge, skills and abilities meet the selection criteria.
- You must address the first two selection criteria detailed above (applicants that do not respond to the selection criteria will automatically be ineligible for interview). The most effective way to set out your statement is to list each selection criteria and explain clearly under each one how you meet it.
- Please provide specific details when addressing each criterion including your abilities, qualifications, experience, and previous performance and standard of work you achieved – include examples, dates and other helpful details.

ICAN is an equal employment opportunity employer and applies merit-based selection techniques to ensure that the best person for the position is selected.

We are looking to fill this role as soon as possible and will be reviewing applications as they arrive. So don't delay, apply today!

Employer questions

Your application will include the following questions:

- Which of the following statements best describes your right to work in Australia?
- How many years' experience do you have as a Financial Counsellor?
- Do you have experience working in the not-for-profit sector?

- Which of the following Microsoft Office products are you experienced with?
- Are you available to travel for this role when required?
- Do you have experience working with Aboriginal or Torres Strait Island communities?
- Do you have experience in a community outreach environment?