

Financial Counsellor Trainee

For this position, preference may be given to persons of Aboriginal and / or Torres Strait Islander descent (as permitted under The Victorian Equal Opportunity Act 2010 s12: “A person may take a special measure for the purpose of promoting or realizing substantive equality for members of a group with a particular attribute”).

A supportive workplace that will help you to develop your skills further

Not for profit Salary Packaging available

Full-time, fixed-term contract

About the Organisation

The Victorian Aboriginal Health Service (VAHS) was established in 1973 to address the specific medical needs of Victorian Aboriginal communities. 2023 marked a landmark year as VAHS proudly celebrated its 50th year of providing a comprehensive range of medical, dental, allied health and social services for our community.

As well as providing a variety of medical services, VAHS is committed to supporting the wellbeing of the community through contributions to community events and activities. VAHS is also committed to assisting research into the ongoing needs of the community.

VAHS is a child safe organisation, committed to child safety and wellbeing, and recruits staff in accordance with the Child Safe Standards Victoria.

About the Opportunity

The trainee financial counsellor will provide information, options, support, and advocacy services to individuals and families, including clients adversely affected by financial stress. The overall role of the financial counsellor is to advance the financial knowledge, skills and rights of individuals, families and groups of consumers within the Aboriginal community of Victoria. They will work alongside and be supported in this role by accredited financial counsellors within their team.

The trainee Financial Counsellor will be required to operate from Aboriginal Health Service sites across Fitzroy, Preston.

Key responsibilities

Casework

- Preparedness to undertake Diploma of Financial Counselling training.
- Provide face-to-face casework with new and ongoing clients, as agreed with VAHS financial counsellor supervisors
- Open and maintain accurate and up-to-date client files in accordance with VAHS Financial Counselling Practice Standards, including financial assessments, and administrative processes
- Provide clients with relevant and timely information to improve financial literacy and decision-making.

- Deliver debt counselling, present options, negotiate with creditors, and provide debtor advocacy.
- Assist with budget counselling, including preparation of family/individual budgets.
- Provide advocacy in forums such as Courts, Tribunals, Boards of Appeal, and Government Departments (as appropriate).
- Develop linkages to community support, self-help, and action groups to strengthen client outcomes.
- Collect accurate client information for de-identifiable data entry as required by DSS DEX Data Exchange reporting program.
- Attend requested training and professional development relevant to financial counselling, and Continuous Professional Development requirements.

Community Education and Awareness

- Assist in delivering education and information sessions on a broad range of financial and consumer issues.
- Support the development of innovative ways to share information and raise community awareness of financial issues.

Prerequisites

- Preparedness to apply for trainee Membership of ***Financial Counselling Victoria*** (mandatory)
- Preparedness to undertake study of the Financial Counselling Diploma
- Victorian Working with Children's Check
- National Police Check
- Drivers Licence

How to Apply

Please send your application, which must include a cover letter and curriculum vitae, via employment@vahs.org.au before Sunday 9pm, 2 November 2025.