



Financial Counselling Team Leader

- ✓ **Attractive not-for-profit salary packaging options**
- ✓ **Above Award wages and additional paid wellbeing leave**
 - ✓ **Convenient location based in Campsie**
 - ✓ **Flexible and hybrid working conditions**

Metro Assist (formerly Metro Migrant Resource Centre) is seeking a qualified Financial Counselling Team Leader to join our dynamic organisation which is committed to making a positive impact in people's lives.

About us

Metro Assist's vision is to achieve a fair society that respects diversity and enables all people to reach their full potential. We work with individuals, families and communities of diverse backgrounds including migrants and refugees and support their efforts to become resilient and empowered through our range of services.

We provide refugee settlement support, employment services, family services, emergency relief, tenancy advice, financial counselling and undertake community development projects and initiatives. More information about Metro Assist is available on our website www.metroassist.org.au

About the role

Metro Assist delivers a range of financial inclusion programs across the Inner Southwest Sydney region government areas. These programs include Financial Counselling, Energy Accounts Payment Assistance (EAPA) and No Interest Loans (NILS).

The primary function of the program is the delivery of a face-to-face counselling service and casework to clients who reside within the identified catchment area. This service is supplemented by limited telephone information, representation to a range of relevant authorities such as the Financial Ombudsman and delivery of communication and educational workshops. The Team Leader will ensure the program meets funding and service agreements and will ensure that staff are appropriately trained and resourced to deliver services in compliance with organisational policies, funding agreements and relevant legislation.

The position is part time, 30 hours per week, and is responsible for the following:

- Working with the management team to ensure that the financial counselling practice operates consistently with professional and ethical standards as required by Financial Counselling Australia (FCA) and the Financial Counselling Association of NSW.
 - Supervising and leading a small team of Financial Counsellors and Financial Inclusion Support Workers to ensure best practice in case management and financial inclusion service delivery.
 - Provide leadership, mentoring, coaching, reflective practice opportunities for financial inclusion team members, including student placements and volunteers, to support them in achieving positive outcomes for clients.
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- Assist the team to identify and report on issues facing clients, attending external stakeholder meetings and contributing to policy development, submission writing, and advocacy to promote industry best practice.
- Provision of team and individual supervision, including coordination of external supervision to support the team.
- Facilitation of case conferences and ensuring the team achieve contracted KPI's.
- Monitoring and adapting to broader policy and program changes.
- Reporting as per funding agreements, legislative and organisational requirements.
- Managing a small caseload to assist the team and supporting caseloads when staff are on periods of leave.
- Participate in the delivery of internal and external training, and other professional development activities as required.
- Maintaining relationships with key stakeholders and participate in and contribute to Financial Counsellors Association of NSW (FCAN), Financial Counselling Australia networks, NILS and EAPA networks and initiatives, or other sector meetings as required.

A detailed position description is available on our website: www.metroassist.org.au/workwithus

The salary is based on the SCHCADS Award with Above Award rates of pay, generous salary packaging options are available to increase your take home pay, additional paid wellbeing leave days are provided to all staff, and flexible/hybrid working options are available. The successful applicant will also benefit from ongoing support & supervision, and have access to our confidential Employee Assistance Program offering a range of wellbeing supports.

Essential Selection Criteria

- Diploma in Financial Counselling and current accreditation with FCAN.
- Proven experience in providing leadership and management to a small team, with an ability to motivate and encourage while provide training, supervision, and performance management.
- Demonstrated experience in leading a team to provide non-judgemental, quality service delivery to disadvantaged clients, including working with CALD, Aboriginal or low-literacy communities.
- Ability to think strategically and develop plans to achieve strategic objectives in relation to financial inclusion programs.
- Strong communication and interpersonal skills, with the ability to build effective relationships with internal and external stakeholders

Desirable Selection Criteria

- Experience in working with community based organisations and commitment to the values underpinning not-for-profit sector organisations.
- Bilingual in a community language.
- Current NSW driver's licence and access to a comprehensively insured vehicle.

HOW TO APPLY

Applications close 14 September 2025 and will be reviewed as they are received and must be submitted to: recruitment@metroassist.org.au

Your application must address each of the selection criteria and include:

- A cover letter
 - Statement against selection criteria
 - A current resume including your full name, postal address and contact number
 - Two of the most recent work-related referees stating names, positions and contact details
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For enquiries regarding this position, please contact our Human Resources Manager, Michelle Aldred, on (02) 9789 3744 or email: recruitment@metroassist.org.au.

Please note that only shortlisted applicants will be contacted.

Metro Assist is an Equal Opportunity Employer and supports an inclusive approach in the workplace. We celebrate our diversity and welcome applications from all cultures, ages, religions, genders, LGBTQIA+ people, Aboriginal and Torres Strait Islander peoples, and people with disabilities.

All offers of employment are subject to a satisfactory National Police Check and provision of a current Working with Children Check.

The successful applicant will be required to provide evidence of appropriate legal rights to work in Australia.
