Position Description – *Financial Counsellor*

Updated 4/11/2026

POSITION DETAILS	
Portfolio	**Deputy Vice Chancellor (Students)**
Organisational Unit	**Student Experience and Management**
Supervisor (Title)	**Team Leader, Student Advocacy and Welfare**
Classification	**Higher Education Officer Level 6**
Employment Type	**Continuing, part-time**

POSITION SUMMARY

Under general to broad direction, the Financial Counsellor works in the Student Association to provide independent and confidential advocacy and welfare services to students. These services include the provision of a quality and comprehensive financial counselling service, and oversight of student loans, grants and emergency financial assistance. In addition the position provides expert advice to the Student Association (FUSA) around the range student welfare initiatives and support the association provides.

UNIVERSITY EXPECTATIONS AND VALUES

All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:

- demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred;
- contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor;
- promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;
- perform their responsibilities in a manner which reflects and responds to continuous improvement; and
- familiarise themselves and comply with the University's *Work Health and Safety, Injury Management and Equal Opportunity* policies.

Flinders University is committed to providing a safe, respectful and inclusive environment, free from gender-based violence. Appointment to this role is conditional on the completion of required pre-employment checks and declarations, each of which must be satisfactory to the University. This includes a Gender-Based Violence declaration, in accordance with the National Higher Education Code to Prevent and Respond to Gender-Based Violence (2025), and a Nationally Coordinated Criminal History Check.

In addition, it is a requirement of this position that the incumbent maintain a current Working With Children Check which is satisfactory to the University in accordance with the Child Safety (Prohibited Persons) Act 2016 (SA).



KEY POSITION RESPONSIBILITIES

The Financial Counsellor is accountable for:

1. Providing a professional financial counselling service including assessment of student's financial situation, advice on budgeting, credit, bankruptcy, and other options to reduce financial stress.
2. Providing advocacy for students in financial hardship. Negotiate and advocate on behalf of students where appropriate ensuring they are represented in a professional manner.
3. Providing oversight of a student loans and grants program, including providing guidance and support to a student Grants and Welfare Officer.
4. Providing advice, support, and advocacy services to students on a range of academic, administrative and financial matters, including Commonwealth Student Income Support payments and the University's student-related policies and procedures framework.
5. Provide expert advice on the range of welfare options that the Student Association provides to students.
6. Working collaboratively with University staff, elected student representatives and external agencies to reach and effectively support students most in need.
7. Engaging in promotional activities for the service and work collaboratively with students to design and facilitate educative activities and programs that foster financial literacy and empower students.
8. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

1. Completion of a degree with subsequent relevant experience; or an equivalent combination of experience and/or education and/or training.
2. A Diploma of Community Services (Financial Counselling) / Diploma of Financial Counselling and hold associate or full membership with SA Financial Counsellors Association (SAFCA*), or* currently working towards this qualification.
3. Some case management experience delivering a responsive and high-quality financial counselling service.
4. Demonstrated experience in providing advocacy support for a client group; or an equivalent combination of relevant experience and/or education/training.
5. Well-developed written communication skills, including the ability to communicate in a professional manner with creditors, external agencies, students and staff, and prepare submissions and reports.
6. Well-developed negotiation skills, including ability to listen, articulate a position, exercise sound judgement and utilise strong problem-solving skills.
7. Proven ability to use initiative, set priorities, and manage complex workflows and competing priorities.
8. Proven ability to work effectively in a team environment, and to work with a diverse range of individuals and groups.
9. Familiarity with a university environment, relevant University policies, Commonwealth legislation and Commonwealth student income support programs *(desirable).*

