



## **Project Support Officer - Pawa Atunmankunytjaku**

**Alice Springs with occasional travel to APY Lands, Yalata and Oak Valley**

Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply for this role.

**Part time 0.8 FTE fixed term contract role until 31 December 2022 with possibility of extension subject to funding.**

**Salary of \$64,000 pro rata per annum (Level 3/1 SCHADS Award) plus salary sacrifice and 9.5% super.**

- Seven weeks leave per year (pro rata) and generous salary packaging available
- Remote travel allowance
- \$500 annual wellbeing payment (not cumulative) per annum

### **Organisation Profile**

MoneyMob Talkabout is a not-for-profit organisation providing a range of community services and programs in the APY Lands in northern South Australia, and in Alice Springs. We have remote offices in the communities of Ernabella (Pukatja) and Mimili, and provide outreach services to other Anangu communities. Our programs and services include:

- Financial counselling
- Financial capability and education
- No Interest Loans
- Services SA agency
- Centrelink Agency
- Alternative to Custody Project (N.T.)
- Mimili Family Wellbeing Centre Coordination
- Future Sustainability Energy Efficiency Education Program.

Please see our website for further details [www.moneymob.org.au](http://www.moneymob.org.au).

MoneyMob is committed to Indigenous employment and a culturally competent workplace. We encourage qualified Aboriginal and Torres Strait Islander applicants to apply for all levels of roles.

### **MoneyMob Talkabout Program History & Overview**

MoneyMob Talkabout receives funding from a variety of different sources: the Department of Social Services (Commonwealth), the Department of Human Services (Commonwealth), the Department of Human Services (SA), the Department for Infrastructure and Transport (SA), the Department for Energy and Mining (SA) and Good Shepherd Microfinance.

MMT began as a touring program in regional and remote Northern Territory and WA communities in mid 2010, providing financial literacy education and connecting people to other financial support programs such as money management and financial counselling. Since 2012, MoneyMob Talkabout has run an integrated financial wellbeing service in the APY Lands, which includes services such as financial counselling, capability, no-interest loans, licensing and registration and Centrelink agency.

In early 2020 we took over responsibility for coordinating the Mimili Family Wellbeing Centre, which is being outsourced by the Department of Human Services SA. In July 2020 we commenced delivery of

the Future Sustainability Energy Education program with the Department of Energy and Mining SA. This project will see MoneyMob deliver house to house community education alongside the introduction of electricity charging in Anangu communities.

### **Vision, Values and Philosophy**

**Our vision** is that 'Aboriginal people and communities are empowered to achieve economic wellbeing and self-determination'.

**Our focus** is 'Aboriginal people are equal partners in and co-creators of our practice. We advocate, influence, deliver services, build and share knowledge to tackle inequality'.

**Our values** guide all aspects of our work including our service delivery, advocacy, governance and management. They are:

**Courage:** We are committed to advocating strongly for change and confronting injustices.

**Empowerment:** We work to support Aboriginal and Torres Strait Islander people to exercise their agency in their ongoing struggle for autonomy, rights, opportunities and recognition of the inherent value of their culture and communities.

**Integrity:** Honesty, openness, accountability, fairness and inclusiveness must be at the core of everything we do and are.

**Insight:** We take reasoned action grounded in our organisational knowledge, evidence and ethics; the wisdom of the people, organisations and communities working alongside us; current thinking and research about what works nationally and internationally.

**Innovation:** We are an enterprising and agile organisation, motivated to continually improve, adapt and develop inventive solutions that create value and are valued by people.

The MoneyMob Talkabout program takes a strong community development approach; to the extent possible, we prioritise local employment. Our primary task is to assist people to achieve independence in their financial management so they do not become reliant on an outside service provider for their livelihood.

We recognise people's diverse strengths and inherent dignity as human beings. We also emphasise two-way learning, where our staff (are expected to) learn as much from the community as the community learns from them. All non-local staff are expected to make efforts to acquire local language skills.

For our non-local staff, it is important that we maintain a critical awareness of our position of power with relation to Aboriginal communities. We come from the dominant colonising culture, and we are bringing cultural ideas and practices that are still relatively new – and in some cases unwelcome - overlay on Aboriginal culture. There are also power imbalances within the community, and we need to be alert to these when working with clients to ensure that we are not unwittingly making their situation worse.

### **Geographic Context**

The APY Lands cover an area in excess of 100,000 square kilometres from the Stuart Highway to the Western Australian border. The APY Lands are extremely remote, with the nearest major town being five to six hours away in Alice Springs. The resident population is estimated to be 2,500 people spread across a number of communities and homelands. The population is very young in comparison with the Australian average, and is recognised as having high levels of socio-economic disadvantage.

### **Social Context**

Aboriginal people have a short history with money. During this time they have survived the days of missions and being paid in rations, stolen wages and being treated as though they are incapable of learning about and managing money. They regularly contend with scammers, unethical traders and practices in their communities and interactions with the broader society. They experience disproportionate rates of penalties for non-compliance with Centrelink rules. They lack access to basic financial services such as banking. They are some of the most economically disadvantaged and financially excluded people in Australia, and this contributes to high rates of chronic health and other social problems. Yet they continue to survive, celebrate and practice language and culture.

MoneyMob is a busy service. We work in a high-pressure, high volume and unpredictable environment where client numbers can vary and clients can sometimes be angry or aggressive for a variety of reasons. Clients generally do not adhere to structured appointment times or rigid case management frameworks, but rather will drop in according to their own imperatives.

Staff need to have keen observational skills and sensitivity to discern what is going on for Anangu. This will ensure that positive relationships are developed which in turn will encourage engagement with us and our work.

MoneyMob also understands the difficult conditions that staff work under and provides extra leave, wellbeing benefit and external supervision to support the staff in their work.

#### **Pawa Aṭunmunkunyjaku Project Overview**

In April 2020 MoneyMob was chosen by the SA Government as the successful tenderer to deliver The Future Sustainability and Education project - a project to provide energy education and support to Anangu communities in Yalata, Oak Valley and the APY Lands. These communities are currently not charged for electricity supply, and the SA government intends to introduce charging from 2021. MoneyMob will sub- contract Uniting Communities SA to help in the delivery of the project, as well as Iwiri to assist in developing educational materials.

The Remote Area Energy Supply (RAES) Team, within the SA Department of Energy and Mining, is the department with responsibility for implementing charging. Electricity will be supplied at a discounted rate, through one energy supplier. RAES will coordinate installation of smart meters to all affected properties. One of the aims of the project is to reduce the demand on existing electricity generation infrastructure which is struggling to meet current community demand for supply. It is hoped a reduction would improve the reliability of power supply to communities, which currently experiences intermittent outages during peak usage periods. This will also prolong the life of the infrastructure, which in turn may free up resources to support the development of renewable energy sources in future.

RAES wishes Anangu to be supported throughout this process with high quality education about energy generation and supply, charging, usage, payment options and efficiency. The education is to be provided house to house in Yalata, Oak Valley and the APY Lands by Anangu energy efficiency workers who will be trained and supported by the Trainer/Mentors. This is a high profile, high expectation project. The team will comprise the Project Manager, two Trainer/Mentors and a Project Support Officer. The Project Support Officer will be based in Alice Springs and provide administration support to the Project Manager and project team.

MoneyMob's financial counselling and capability services will provide a secondary layer of support to the project, to assist people to manage payment within their budget and deal with any debt issues affecting them. The aim is that payment and debt issues will be identified wherever possible in the first instance by the Anangu energy efficiency educators, through their conversations in the communities. RAES also wishes to explore the possibility of a school-based energy education program

**Position Objectives**

- Provide project administration support to Project Manager and Trainer/Mentors
- Assist with logistics associated with remote travel and community work
- Liaise with interpreters as required
- Use project management software and ensure that information is current and kept up to date
- Answer project general enquiries and provide general energy advice via telephone
- Maintain project presence in Alice Springs office whilst team are in remote communities
- Work with Project Manager and project delivery team to ensure project targets and milestones are met

### Appendix A: Position Description

<b>Position Title</b>	Project Support Officer - Future Sustainability Education
<b>Position type and location</b>	Part time 30 hpw Fixed term contract until 31 December 2022, with the possibility of extension subject to funding. Based in Alice Springs
<b>Salary</b>	\$64,000 pro rata per annum plus 9.5% superannuation Generous salary packaging and above award leave
<b>Reporting and Working Relationships</b>	This position: <ul style="list-style-type: none"> <li>● Reports directly to the Project Manager</li> <li>● Works closely with Trainer/Mentors</li> <li>● Works closely with Corporate Services Manager and Administration Assistant</li> <li>● Works with other MoneyMob staff</li> <li>● Works with local staff/interpreters</li> <li>● Works with SA Government RAES Project Manager and other government and not-for-profit stakeholders and community members.</li> </ul>
<b>Special Work Requirements</b>	<ul style="list-style-type: none"> <li>● National police records check and working with children check required to commence employment.</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>● Pitjantjatjara/Yankunytjatjara speaker highly desirable</li> <li>● Highly organised, self motivated, reliable, effective and energetic</li> <li>● Understands power dynamics working with Aboriginal communities and awareness of social, political and historical factors which impact on this.</li> <li>● Interact with people in an empathetic, non-judgmental manner - especially over the phone</li> <li>● Flexible - able to adapt to unexpected changes, challenges and hurdles</li> <li>● Cope with busy team managing a high volume workload</li> <li>● Think ahead to anticipate project support needs</li> <li>● Be the glue that ensures the team is well resourced and administrative matters are attended to</li> <li>● Willingness to learn - especially about about energy efficiency in order to provide accurate phone advice</li> <li>● Good written, verbal and IT skills</li> </ul>

<p><b>Key Result Areas</b></p>	<p><u>Project Delivery</u></p> <ul style="list-style-type: none"> <li>● Assist PM to organise meetings with key stakeholders including follow-up tasks</li> <li>● Provide logistical support to project team for remote travel including: <ul style="list-style-type: none"> <li>○ Applying for permits</li> <li>○ Booking travel and accommodation</li> <li>○ Check road conditions in lead up to departure</li> <li>○ Check significant cultural or community events in lead up to departure</li> </ul> </li> <li>● Liaise with experienced interpreters when required</li> <li>● Assist with organisation of project resources including ordering and printing project collateral and education materials</li> <li>● Answer general enquiries via telephone and email</li> <li>● Provide general energy advice via telephone</li> <li>● Maintain project presence in Alice Springs office whilst team are in remote communities</li> </ul> <p><u>Stakeholder communication</u></p> <ul style="list-style-type: none"> <li>● Support PM with implementation of stakeholder engagement plan</li> <li>● Assist in arranging meetings, meeting agendas and minutes</li> <li>● Assist with regular newsletter/website updates or other types of communication</li> </ul> <p><u>Project management, reporting and administration</u></p> <ul style="list-style-type: none"> <li>● Use project management software and ensure that information is current and kept up to date</li> <li>● Support PM with reporting and other administration tasks</li> <li>● Support project team with data entry and administration</li> </ul> <p><u>General reception and administration support</u></p> <ul style="list-style-type: none"> <li>● Provide support to the Corporate Services team in covering office reception, answering phones etc, and undertaking additional corporate administration tasks as required</li> <li>● Provide administration support to other MoneyMob teams and staff as requested.</li> </ul> <p><b>Other duties as required by the organisation</b></p>
<p><b>Key Performance Indicators</b></p>	<ol style="list-style-type: none"> <li>1. Support Project Manager with administrative requirements of project</li> <li>2. Ensure that all processes are strictly followed, and data integrity and security is maintained</li> <li>3. Maintain relevant policies, procedures and systems for the successful delivery of the program</li> <li>4. Proactively provide backup administration support to other MoneyMob team members and projects as required</li> </ol>

<b>Selection Criteria</b>	<ol style="list-style-type: none"> <li>1. Experience in an office environment with exposure to broad administration duties.</li> <li>2. Well developed IT skills, especially with Google and Microsoft Office applications. Experience in using project management software would be well regarded.</li> <li>3. High level of written and oral communication skills</li> <li>4. Demonstrated skills in time and project management, collaborating with others to achieve project success</li> <li>5. Experience working autonomously with limited supervision</li> <li>6. Ability to empathise and engage with people of other cultures and on low incomes</li> </ol> <p>Highly Desirable</p> <ol style="list-style-type: none"> <li>7. Ability to speak and/or understand Pitjantjatjara/Yankunytjatjara</li> </ol>
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Signature: \_\_\_\_\_

Date: \_\_\_\_\_