



Position Description - Centrelink Agent/Community Admin Support - APY Lands

Suitably Qualified and/or Experienced Aboriginal and Torres Strait Islander People are Strongly Encouraged to Apply.

Based in Pukatja (Ernabella), APY Lands.

Fixed, Part-Time 60 hrs f/n. Possible extension subject to funding.

SCHADS award level 3 plus remote salary sacrifice options and 10.5% super

- Six weeks leave per year (pro rata)
- Additional five days mandated leave (mini-breaks, not cumulative)
- Attractive remote salary sacrifice options
- \$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 current programs and services include:

- Financial wellbeing (including counselling, advocacy, education and no-interest loans)
- Mimili Family Wellbeing Centre Coordination
- Pukatja Community Office
- Future Sustainability Energy Efficiency Education Program.
- Small business mentoring

Please see our website for further details www.moneymob.org.au.

MoneyMob is committed to Indigenous employment and a culturally safe 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 Commonwealth, State Government and not-for-profit sources.

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, from 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. This project will see MoneyMob deliver house to house community education alongside the introduction of electricity charging in Anangu communities.

MoneyMob is one of the agencies that helped spearhead the campaign that resulted in 2021 in the second

largest corporate penalty in the history of Australian consumer law for conduct by a private organisation against disadvantaged people. In May 2021, MoneyMob's Managing Director Carolyn Cartwright was awarded the Financial Counselling Australia Chair's Special Recognition Award for Outstanding Contribution to Financial Counselling.

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.

Key Philosophies

❖ Indigenous Employment

MoneyMob Talkabout prioritises Indigenous and Anangu Employment when possible. Our task is of one of continuous learning in how we can improve support to our Indigenous workforce.

❖ Walking Beside People

Our philosophy is to "do with, not for" - whether this be with clients or colleagues, and even when it is slower than doing something ourselves. Our task is to help people draw on their personal strengths and knowledge in order to achieve their financial and social wellbeing goals.

❖ Two Way Learning

We also emphasise two-way learning, where our staff (are expected to) learn as much from Anangu as Anangu learn from us. All non-local staff are expected to make efforts to acquire local language skills.

❖ Colonization and Power

Our non-Indigenous staff are expected to maintain a critical awareness of our position of power with relation to Indigenous peoples. We come from the dominant colonizing western culture, which positions itself as "the norm" and historically devalues other perspectives. In our work, we are inviting Anangu to consider cultural ideas and practices that are still a relatively new – and in some cases unwelcome - overlay on Aboriginal culture. Particularly as regards to money.

❖ Inter-personal and intra-community power relations

There are also various power imbalances within the communities themselves - including those of age, ability, and gender. We need to be alert to these when working with clients to ensure that we are not unwittingly making a situation worse. We should be careful about making assumptions that these are

cultural differences.

Social 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 a minimum of 450 kms away in Alice Springs. The resident population is estimated to be 2,500 people spread across a number of small 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.

Aboriginal people (especially in Central Australia) have a short history with money, having not been recognised as citizens of Australia until 1967. Since colonization 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 lack access to basic financial services such as banking. Low levels of educational attainment in the western system result in poor functional and financial literacy and numeracy. Ongoing racism, intergenerational and contemporary trauma have significantly impacted the social and economic wellbeing of communities. Despite this Anangu continue to survive, celebrate and practice language and culture.

Position Overview

The Pukatja office is a critical resource to Anangu in the Pukatja community as a hub for accessing services that support their daily livelihood - mail, banking, Centrelink, financial counselling and other services. The Centrelink Agent/Community Administration Support position provides these services and ensures that the office is a safe, calm and comfortable space for people to come to. This position delivers on our vision and values in a very practical daily way to empower Aboriginal people - both our clients and co-workers - by sharing knowledge, supporting skill development and building independence for people to interact with institutions and agencies autonomously.

Position Description Details

Position Title	Centrelink Agent/Community Administration Support
Position type and location	Fixed term contract to 16 December 2022. Part time (30 hours/week) based in Pukatja, APY Lands. Possible extension dependant on funding. Accommodation near the community is provided as a shared housing arrangement with visiting MoneyMob staff.
Salary and Conditions	SCHADS Award Level 3 (depending on qualifications and experience) Plus superannuation and remote salary packaging 6 weeks annual leave pro rata per annum. 1 additional week "mini-break" non-accrued leave
Reporting and Working Relationships	<ul style="list-style-type: none"> ● This position reports directly to the Corporate Services Manager and works closely with Pukatja Office and Financial Wellbeing Services staff. ● This position supervises Pukatja office staff
Special work requirements	<ul style="list-style-type: none"> ● Centrelink Police Clearance/National Criminal History Check ● Working with Children, Vulnerable persons check and APY Lands Permit ● Fully vaccinated and boosted with Australian Therapeutic Goods Administration approved COVID-19 vaccine ● Current Drivers Licence, able to drive manual vehicle and willingness and ability to use own vehicle for work purposes if required ● Ability to share housing with colleagues ● Willing to do on-the-job training and other study required for the position
Personal Attributes	<ul style="list-style-type: none"> ● Reliable ● Hard working ● Strong and brave but respectful and kind ● Understands confidentiality ● Sensible and emotionally mature ● Calm and helpful nature to encourage Anangu to do things they can do themselves, not do everything for them
Key Result Areas	<p>Assist clients with Self-Service</p> <ul style="list-style-type: none"> ● Help clients to set up MyGov accounts and emails so they can do self-service Centrelink ● Help clients understand how to use the Self-Service equipment ● Help clients to use the phone to ring the Centrelink call centre ● Help clients to use the fax to send their own paperwork <p>Assist with completing forms</p> <ul style="list-style-type: none"> ● Help clients to complete Centrelink forms for payment applications and compliance purposes ● Photocopy and stamp ID with Centrelink Agent Stamp ● Take faxes from Centrelink off the fax, stamp "received" and make sure clients know they have a fax waiting for them <p>Storing paperwork properly</p> <ul style="list-style-type: none"> ● Give original copies of paperwork to clients to take with them ● Store paperwork securely in filing cabinet if clients leave it behind and it is not finished yet

	<ul style="list-style-type: none"> ● Shred all paperwork that doesn't need to be kept <p>Complete statistical reporting</p> <ul style="list-style-type: none"> ● Fill out Centrelink daily statistics form and file it somewhere safe ● Transfer daily statistics to end of month report and send every month <p>Centrelink email inbox</p> <ul style="list-style-type: none"> ● Check Centrelink email inbox every day ● Read, understand and action any new messages as needed <p>Equipment, Brochures and Posters</p> <ul style="list-style-type: none"> ● Make sure Centrelink equipment (phone, fax, computer) is always working ● Do regular equipment check with Agent Support Team when they ring ● Report broken equipment to Centrelink agent support team ● Order new paper, toner, stamps or other Centrelink stationery that you need. Make sure it is always available in the office. ● Make sure the Centrelink posters and brochures in the office are up to date. Order new ones if needed. <p>Work with visiting Centrelink teams</p> <ul style="list-style-type: none"> ● Refer clients that need complicated help to Centrelink so the remote team can see them when they visit the community or to the Silver Service line for immediate assistance ● Help the Centrelink remote teams get set up and work in the office. ● Help clients talk to the Centrelink staff - including translating/interpreting if needed <p>Administration Support to Council and Community</p> <ul style="list-style-type: none"> ● Assist with banking - ordering keycards, opening accounts, setting up internet banking ● Help clients complete Services SA paperwork and send ● Help clients pay for Services SA transactions on keycard or Basics Card ● Refer clients with debt or complex financial support needs to financial counsellor ● Provide the point of contact for Government agencies and other organisations seeking to engage with the community ● Maintain safe and clean office environment for clients and staff ● Every Wednesday go through the mail and take out old mail from 4 weeks ago. ● Stamp old mail with "Return to Sender" ● Put it in the mail bag to go back on the plane. ● Every Thursday get new mail and sort it out into the right place ● Ring Clinic, School, Garage, Shop, TAFE to let them know if they have mail. ● Lock keycards and parcels in secure locations and ensure that only client or properly authorised representative signs for these and presents identification if necessary. ● Answer all phone calls professionally. ● Take messages and pass them on to the right person in the office, to the Councillors or to the CASO Manager.
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	<ul style="list-style-type: none"> ● Provide access for Councillors to use office for Council communications purposes if they request it, ensuring that they use separate IT equipment so that client privacy is not compromised. ● Get meeting room ready when there is a Council meeting ● Make sure room is clean and tidy, enough chairs and tables ● Put up notices in the office for the Community – like funeral notices, Centrelink visits, important events ● Take down old posters ● Fill up brochure holders when they are empty <p>Ensure smooth and effective running of the Pukatja office including but not limited to:</p> <ul style="list-style-type: none"> ● Supervise, train, and support Anangu Pukatja office staff ● Recruit, induct and train Anangu Pukatja office staff in on-the-job requirements, office procedures and systems, organisational policies and procedures as necessary ● Handle any performance issues with Anangu Pukatja office staff with support from line manager/HR if needed ● Ensure along with other staff that office equipment and premises are kept in as clean a manner as possible and COVID-19 protocols are followed ● Report any WHS or operational concerns through the appropriate channels <p>Other duties as required by the organisation</p>
<p>Key Performance Indicators</p>	<ul style="list-style-type: none"> ● Centrelink agent support available all the time during contracted hours ● Centrelink equipment working well ● Centrelink daily and monthly statistics submitted ● Centrelink email checked daily ● Paperwork properly filed or disposed of ● Mail, community notices and Council requests promptly distributed/attended to ● Referrals to financial counsellors documented in database ● Casenotes complete in database daily ●
<p>Selection Criteria</p>	<p>Essential</p> <ul style="list-style-type: none"> ● Highly developed organisational skills ● Office management/administration experience ● Ability to manage and train a small team (preferably indigenous staff) ● Qualifications/knowledge of community services work relating to finances such as confidentiality, referrals, responding to people with complex needs and in crisis, recognising financial abuse or ability to quickly acquire ● Sound computer skills and ability to navigate and teach others how to use the internet and internet based services ● Must pass police clearance, working with children checks and have received all COVID-19 vaccinations

	Desirable <ul style="list-style-type: none">● Previous experience working in remote Aboriginal communities● Ability to speak Pitjantjatjara/Yankunytjatjara or willingness to learn
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Name: _____ Signature: _____

Date: _____