

MoneyMob Talkabout

Position Description



Community Administration Support Trainer/Mentor

Position Title	Community Administration Support Trainer/Mentor
Classification and salary package	<ul style="list-style-type: none"> • Base salary of \$82,043.52 - \$93,860 per annum depending on qualifications and experience. • (Social Community Home Care and Disability Services Award - Level 4) • Plus leave loading and 11% superannuation <p><u>Other available benefits</u></p> <ul style="list-style-type: none"> • Salary packaging available • 6 weeks annual leave • 5 days additional “mini-break” non-accrued leave • Some support towards relocation costs if required • \$500 wellbeing payment per annum (not cumulative) • Free accommodation if based in Pukatja
Location	<p>The position is preferably based in Pukatja, APY Lands, with periodic travel to Alice Springs.</p> <p>Reasonable proposals for the position to be done on a drive in-drive out basis will be considered, on the basis that sufficient time must be spent in Pukatja.</p>
Hours	<p>Full time – 38 hours per week</p> <p>12 month contract role with the possibility of extension subject to funding</p>
Special measures	<p>Qualified and/or experienced Aboriginal and Torres Strait Islander people are strongly encouraged to apply</p>

About MoneyMob Talkabout

MoneyMob Talkabout is a not-for-profit organisation providing a range of financial literacy programs and community services in the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands in northern South Australia, and in Alice Springs in the Northern Territory.

The MoneyMob financial literacy education program was founded in 2009 as a small travelling program that raised awareness in advance of visiting money management services across the Northern Territory. In 2012 as a result of a successful funding application, we established a place-based service in the APY Lands to provide ongoing support to Anangu. The establishment of the services was guided by advice from APY communities. In 2015, we incorporated as an independent not-for-profit organization.

We are governed by a Board of Directors with diverse backgrounds and skill sets, including directors

from the APY communities we serve. We recognise the importance of continuing to build an effective co-design model and place focus on continual improvement to ensure First Nations voices, particularly Anḱangu, are embedded in our governance and service delivery models.

Our Vision

First Nations people and communities are empowered to achieve economic wellbeing and self-determination.

Our Focus

First Nations people are equal partners in and co-creators of our practice. We elevate the voices of our clients and advocate, influence, deliver services, build and share knowledge to achieve equality.

Our Values

These values guide all aspects of our work including our service delivery, advocacy, governance and management.

- **COURAGE:** We are committed to advocating strongly for change and creating a more just and inclusive environment.
- **EMPOWERMENT:** We work to support First Nations people to be in control and work towards achieving independence, 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:** Our actions and services are 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 a creative and agile organisation, motivated to continually improve, adapt and develop innovative solutions that add value and are valued by the communities we work with.

Our influence

We advocate and influence across Australia on issues affecting First Nations people and their economic wellbeing. We use our knowledge and practice-based evidence to inform our positions and to advocate for our clients.

Our current service delivery focuses on clients from the APY Lands, a large, sparsely populated area located in the north west of South Australia. The APY Lands are extremely remote and the resident population is around 2,330 people spread across a number of small communities and homelands. The APY Lands forms part of the broader NPY (Ngaanyatjarra, Pitjantjatjara Yankunytjatjara) tri-state region - home to Anḱangu, the traditional custodians of the area, who represent over 85% of the regional population. The population is very young in comparison with the Australian average and is recognised as having high levels of socio-economic disadvantage.

Supporting Anḱangu can also mean our services are delivered not only in the APY Lands, but in areas throughout Australia where they reside – Adelaide, Alice Springs and Western Australia. With our broader areas of influence of service delivery, we will leverage opportunities to extend our service delivery, influence and impact further into Central and Northern Australia, and continue to shape conversations with decision-makers that affect our clients, including in Canberra and other capital cities.

Our operating ecosystem and environment mean there are many factors that contribute to achieving our vision, as it is known that economic wellbeing is impacted by many co-occurring elements such as health, education and social connections. A collaborative and joined up approach is needed by communities, governments, service providers and others in the ecosystem to make progress towards achieving our vision.

Please see our website for more information about MoneyMob and what we do:
<https://moneymob.org.au/>

About the position

The Pukatja Community Office is a central hub for Anangu to access critical services to support their basic needs. It directly delivers Centrelink, banking, vehicle licensing and registration, and mail services. It connects residents to financial counselling and other support services. It is also the centre of governance in the community, where local Council meetings take place and visiting organizations are assisted to connect with the community. Importantly, the office provides numerous employment opportunities for local staff.

The objective of the Community Administration Support Trainer/Mentor position is to provide on the job training and mentoring to local staff so that they:

- learn to understand and start to confidently take the lead in delivering these services
- learn and demonstrate how to apply contemporary work ethics and practices within a culturally sensitive manner
- provide consistent and effective services to the community, Council and other services

It is imperative that the incumbent makes every effort to appropriately build staff capacity, **rather than doing everything themselves**. This means a high level of skill is needed in knowing how to empower others.

Reporting and working relationships	<p>This position reports directly to the XX, and:</p> <ul style="list-style-type: none"> ● Works collaboratively with and supports other MoneyMob team members
Special Work Requirements	<ul style="list-style-type: none"> ● National Police Check ● Satisfactory pre-employment medical and psychological screening results ● Gain registration as a Centrelink agent by completing a Centrelink Police Clearance/National Criminal History Check ● Working with Children and Vulnerable Persons Check ● Unrestricted driver’s license and ability to drive a manual vehicle on unmade remote roads ● Ability to share remote housing with colleagues and other service providers when working remotely ● Fully vaccinated with a minimum of two doses of the COVID-19 vaccine
Key responsibilities	<p>Lead:</p> <ul style="list-style-type: none"> ● Development of staff training support for them to upskill so they can take the lead in performing the following activities:

	<ul style="list-style-type: none"> ○ Assist clients with Centrelink, Medicare and Child Support payment information, forms ○ Assist clients with Services SA payments & forms ○ Assist clients to speak to and advocate for them with Services Australia, Banks and other relevant agencies ○ Teach clients how to use online banking and MyGov services, relevant office equipment ○ Appropriately organize, store or destroy client documentation or mail/packages ○ Sort and distribute/deliver mail to residents and other service providers in the Community ○ Complete daily and monthly Services Australia reporting and checking of agent Portal ○ Report broken equipment to Services Australia agent team or MoneyMob for repairs to be actioned ○ Work alongside visiting Services Australia staff ○ Complete Services SA reporting ○ Understand and use the MMT client database ○ Understand and use MMT corporate systems such as email, HR, timesheets etc ○ If required, prepare for Council meetings, take minutes in Council meetings and assist with Council correspondence ○ Apply appropriate customer service and client management practices and principles (e.g. customer focus, privacy, referrals to other services, business communication, risk assessments, managing customer flows) <ul style="list-style-type: none"> ● Develop individual training & mentoring plans for each staff member which assists them to achieve appropriately targeted professional and personal goals ● Supervision of staff performance through regular catch ups and performance feedback. ● Recruitment of new staff to ensure there is a viable pool of skilled casual staff available <p>Support:</p> <ul style="list-style-type: none"> ● Staff to attend relevant accredited and non-accredited training for their roles, e.g.: <ul style="list-style-type: none"> ○ Centrelink agent training online ○ TAFE Business Administration or Community Services courses ○ Other online modules needed - e.g. WHS ● Staff to keep office clean by participating in cleaning tasks and removal/replacement of out of date posters/information ● Staff to seek support or develop appropriate solutions to life challenges that may impact on their work.
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Key performance indicators	<ul style="list-style-type: none"> ● Local staff have training and mentoring plans in place within 2 months of employment ● Appropriate training modules or methodologies are developed to address each skill area needed to undertake the Community Administration Support Role - taking into account the literacy and numeracy capacities of local staff ● Casual staff report and can demonstrate the learning/skills they have acquired ● Staff are meeting or exceeding the contract requirements for Services Australia & Services SA.
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About you

Desired personal attributes	<ul style="list-style-type: none"> ● Understanding of the impacts of colonization, racism and poverty on Aboriginal communities ● A nuanced understanding of how to support, motivate and inspire staff and build their capacity, rather than do everything for them. ● Alignment with MoneyMob’s values, philosophies and codes of conduct. ● High level of resilience, patience and emotional intelligence to work in and cope with the challenges of remote communities
Selection criteria	<ul style="list-style-type: none"> ● Qualifications in Adult/Community Education, Community Development, Community Services ● Demonstrated cross-cultural work experience in a capacity building/training role (remote First Nations community experience highly desirable) ● Knowledge of community services work relating to finances/low income populations ● Evidence of ability to work with people with complex needs/challenging behaviours ● Excellent organizational, communication and technology skills <p>Desirable:</p> <ul style="list-style-type: none"> ● Knowledge of governance processes & protocols in NFP/Community context