

MoneyMob Talkabout

Position Description



Home Energy Support Worker

Position Title	Home Energy Support Worker
Classification and salary package	Base salary of \$95,755.25 - \$100,089.44 per annum plus 11 % superannuation (Social Community Home Care and Disability Services Award – level 5) <u>Other available benefits</u> <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)
Location	The position is based in Alice Springs, undertaking outreach in the APY Lands communities an average of two weeks out of four.
Hours	Full time – 38 hours per week Permanent (on-going)
Special measures	Qualified and/or experienced Aboriginal and Torres Strait Islander people are strongly encouraged to apply

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 Anangu, 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 Anangu, 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 Anangu 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 Home Energy Support Worker is responsible for supporting Anangu energy consumers to maintain, to the extent practicable, the maximum connection to electricity for health and wellbeing purposes.

<p>Reporting and working relationships</p>	<p>This position reports directly to the Financial Wellbeing Team Leader, and:</p> <ul style="list-style-type: none"> ● Works closely with the Financial Wellbeing Team. ● Works closely with (but is independent of) Cowell Electric. ● Maintains positive relationships with the Department for Energy and Mining SA, ESCOSA, Department of Human Services SA, Concessions SA and other government or not-for-profit stakeholders involved with Anangu energy consumers. ● Works collaboratively with and supports other MoneyMob team members.
<p>Special Work Requirements</p>	<ul style="list-style-type: none"> ● National Police Check ● Working with Children and Vulnerable Persons Check ● Satisfactory psychological screening and medical check prior to offer ● Unrestricted driver's license and ability to drive a manual vehicle ● Ability to undertake travel to remote communities on a regular basis ● Ability to share remote housing with colleagues and other service providers when working remotely
<p>Key Responsibilities</p>	<p>Lead:</p> <ul style="list-style-type: none"> ● Energy support casework tasks, including: <ul style="list-style-type: none"> ○ Receive daily referrals for customers in hardship/having payment difficulty from Cowell Electric. ○ Review the customer list, consumption data, MoneyMob Talkabout client database and any previous communication relevant to hardship/payment difficulty customers. ○ Contact hardship/payment difficulty customers at the earliest possible opportunity - whether by phone or face-to-face visit. ○ Prepare visit schedules for the required customers/households to determine the reason for disconnection and provide additional support. ○ Provide casework to the customer/household as required - this may include helping them to budget, access concessions, purchase appropriate appliances to reduce energy usage or referrals to other support services

	<ul style="list-style-type: none"> o Where disconnected households are unoccupied or customers are absent for extended periods, leave a calling card with details of who to contact should assistance be required and document the outcome of the visit. ● Support for Anangu Energy Efficiency Workers <ul style="list-style-type: none"> o Provide on the job training and mentoring to MMT's Anangu Energy Efficiency Workers in each community o Coordinate and support them to lead tasks within their capabilities - e.g. filling out concession applications; assisting SA Government or consultants to undertake energy audits at houses o Coordinate with TAFE and other MMT staff for EEWs to receive training in other job related competencies such as language, literacy and numeracy, work health and safety o Ensure EEW timesheets are submitted promptly for payment of casual work undertaken ● Administration and organisational compliance tasks, including: <ul style="list-style-type: none"> o Accurately and promptly complete casenotes and referrals, scan and upload customer/client documentation to the MoneyMob Talkabout database and Google Drive o Accurately collating household visit information and recording in Cowell Electric database within agreed timeframes. o Assist with answering customer phone calls to the Alice Springs office for electricity payment information/assistance or other client related matters. o Compile reports on customer engagement as relevant. o Provide input to relevant advocacy activities or submissions as requested by management. o Adhere to organizational work health and safety procedures, including travel and risk management processes. o Ensure a current APY Lands permit is held at all times. o Ensure fleet vehicles are kept clean during and after each trip and vehicle safety equipment is properly maintained and stored. ● Training/Professional Development tasks, including: <ul style="list-style-type: none"> o Participate in required organizational training, development and reflective supervision to improve own performance. o Maintain current knowledge of energy efficiency, energy policy and energy market activity. o Maintain any professional memberships required for the duration of employment <p>Support:</p>
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	<ul style="list-style-type: none"> ● Support the Financial Wellbeing Team Leader and Manager Director with stakeholder engagements with the Department for Energy and Mining, ESCOSA, Cowell Electrical or other relevant stakeholders. ● Other duties as required by the Financial Wellbeing Team and organisation.
Key performance indicators	<ol style="list-style-type: none"> 1. Client referral lists are reviewed on a daily basis. 2. Comprehensive trip lists are prepared in advance of each trip and notification is provided each time to customers, community councils and other stakeholders. 3. Client response rates through phone calls and face-to-face visits meet and/or exceed agreed expectations. 4. All data entry is completed within the same week to acceptable standards of quality/accuracy and reports are provided to Cowell Electric within agreed timeframes. 5. Evidence of appropriate client case notes and referrals is documented in the MMT database. 6. The team supervisor receives appropriate travel and trip documentation prior to each trip. 7. Phone assistance is provided as required 8. Relevant forums and training attended as requested. 9. Information provided for organizational reports, submissions and meetings as required.

About you

Desired personal attributes	<ul style="list-style-type: none"> ● Adept at forming supportive relationships with clients and Anangu colleagues, and holistically addressing their needs within scope of role ● Resilient, calm and able to cope with consistent pressure and volume of workload. ● Emotionally intelligent, with awareness of own behaviour and impact on others. ● Possess effective personal strategies to cope with the challenges of remote intercultural work. ● Understanding of power dynamics impacting Aboriginal communities and awareness of social, political and historical factors which impact them. ● Empathetic and non-judgmental in dealings with people with complex needs. ● Aligns with MoneyMob's values, philosophies and codes of conduct. ● Ability to speak Pitjantjatjara/Yankunytjatjara is highly desirable.
Selection criteria	<ol style="list-style-type: none"> 1. Diploma of Community Services or equivalent degree; or Certificate IV in Home Sustainability Assessment, and three Financial Literacy Education units (these can be undertaken and completed on the job if not held).

	<ol style="list-style-type: none">2. Experience working with First Nations individuals and communities with complex needs.3. Knowledge of community support services available in the APY Lands/South Australia.4. Demonstrated ability to plan and manage workload, juggle competing tasks and work in an unpredictable environment.5. Strong administrative and computer skills and the ability to adapt to using Apple and Google-based products and Salesforce Customer Database.6. Strong skills (or willingness to learn) in utilising new technologies, for example, tablets and iPad.
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