

MoneyMob Talkabout

Position Description



Financial Wellbeing Services Team Leader

Position Title	Financial Wellbeing Services Team Leader
Classification and salary package	<p>Base salary of \$104,625 to \$109,241 per annum plus 11% superannuation</p> <p>(Social Community Home Care and Disability Services Award Level 6, depending on qualifications and experience)</p> <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 • Up to \$2000 reimbursed towards relocation costs if required • \$500 wellbeing payment per annum (not cumulative)
Location	The position is preferably based in Alice Springs, with frequent travel required into the APY Lands. Applications for alternative arrangements will be considered on their merits, on the basis that sufficient time can be spent with the Alice Springs based team and in APY communities.
Hours	Full time – 38 hours per week Permanent (on-going)
Special measures	Qualified and experienced Aboriginal and Torres Strait Islander people are 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 well being. 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 well being 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 Financial Wellbeing Team Leader is responsible for motivating and supporting staff to maintain a high quality service to our clients. The role will be substantially based in Alice Springs and undertake regular travel across the APY Lands to support staff and clients. The role provides line management to five staff ensuring they meet all contract and organizational KPIs. It has a strong focus on the professional development of the team including improvement of financial counselling and case management skills, support to develop effective counselling and reflective practice techniques, undertaking case reviews individually and as a group, identification of systemic issues affecting our clients and (under direction) undertaking advocacy and community development projects to address these. The Financial Counselling and Capability Team Leader will manage a limited caseload of around five clients. The role will also manage the client waitlist and allocation of clients to staff for case management.

<p>Reporting and working relationships</p>	<p>This position currently reports to the Managing Director. In future, it will report to the Financial Wellbeing Services Manager:</p> <ul style="list-style-type: none"> ● Supervises financial counsellors, educator/mentors and project support officer ● Supervises volunteers - e.g. tax help, NILS. ● Works collaboratively with and supports other MoneyMob team members ● Works with visiting stakeholders such as banks, super funds, regulatory agencies (ACCC, ASIC) ●
<p>Special Work Requirements</p>	<ul style="list-style-type: none"> ● Diploma of Financial Counselling or knowledge of sector and willingness to complete the Diploma during employment ● National Police Check ● Working with Children and Vulnerable Persons Check ● Unrestricted driver’s license (ability to drive manual highly regarded) ● Willingness to undertake travel to remote communities on a regular basis ● Flexibility to share remote housing with colleagues and other service providers
<p>Key responsibilities</p>	<p>Lead:</p> <ul style="list-style-type: none"> ● A positive and psychologically and physically safe work culture ● Line management for financial wellbeing team including probation and performance reviews, regular individual supervision meetings, team meetings ● Regular individual and group case management reviews to ensure staff learning, collegiate support and quality client

	<p>service delivery</p> <ul style="list-style-type: none"> ● Identify and arrange formal and informal professional development opportunities for staff - e.g. guest speakers at team meetings, local training and networking opportunities ● Annual team operational plan and APY trip planning processes ● Regular reviews of team data entry to ensure administration is up to date, data quality is being maintained and contract KPIs are being met. ● Identification of systemic issues affecting clients and in conjunction with management, undertaking advocacy or community development projects to address these. ● Monitoring of referrals inbox, waitlisting and allocation of clients according to MoneyMob process and priority criteria ● Manage a financial counselling caseload of five, typically more complex cases. ● Provision of relevant good news stories by team for MoneyMob newsletter ● Oversee travel and accommodation planning/booking for the Financial Wellbeing Team. <p>Support:</p> <ul style="list-style-type: none"> ● Reporting to donors, funding bodies, contract managers, MoneyMob Board ● MoneyMob quality/continuous improvement processes ● MoneyMob operational planning
<p>Key performance indicators</p>	<ol style="list-style-type: none"> 1. Individual supervision meetings are undertaken with line management staff at least fortnightly Case review and team meetings held on a monthly basis. 2. Professional development/training/networking opportunities identified and facilitated for staff 3. Team is meeting organizational and funding contract KPIs and maintaining data quality standards. 4. Team and self meet and maintain professional membership requirements 5. Personal administration work is up to date and accurate

About you

<p>Desired personal attributes</p>	<ul style="list-style-type: none"> ● Commitment to social justice and understanding of the structural nature of poverty. ● Able to support and inspire staff to work harmoniously, collaboratively and provide quality, impactful services to clients ● Resilient, calm and emotionally intelligent; able to cope with consistent pressure and volume of workload; ● Understanding of how secondary trauma affects community services workers
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	<ul style="list-style-type: none"> ● Understanding of the contemporary and historical factors impacting First Nations communities ● Empathetic and non-judgmental in dealings with people with complex needs. ● Actively identifies with MoneyMob's values, philosophies and codes of conduct.
Selection criteria	<ol style="list-style-type: none"> 1. One-two years experience leading a small team in a not-for-profit environment 2. Degree qualified in Social/Community Services 3. Qualified financial counsellor (or other relevant qualification) or willingness to quickly gain the Diploma while employed 4. Experience working in a regional or remote First Nations Community or cross-cultural environment 5. Advanced communication skills across all domains - verbal, writing, listening and emotional intelligence 6. Excellent administrative, time management and IT skills 7. Unrestricted Drivers' License and right to work in Australia