

MoneyMob Talkabout

Position Description



Caseworker (Financial Capability)

Position Title	Caseworker (Financial Capability))
Classification and salary package	<p>Base salary of \$95,755.25 to \$100,089.44 per annum plus 11% superannuation</p> <p>(Social Community Home Care and Disability Services Award – level 5 depending on qualifications and experience)</p> <p><u>Other available benefits</u></p> <ul style="list-style-type: none"> • Remote salary packaging available • 6 weeks annual leave • 5 days additional “mini-break” non-accrued leave • 2 days outreach leave per month • Remote travel allowance • \$500 wellbeing payment per annum (not cumulative)
Location	The position is based in Alice Springs, undertaking outreach in the APY Lands communities one week off, one week on (leaving Sunday).
Hours	Full time – 38 hours per week
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 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 Caseworker (Financial Capability) position is based in Alice Springs and undertakes regular remote travel in the APY Lands communities doing outreach. This role plays a critical part in supporting our remote First Nations clients to address the impacts of poverty and financial exclusion through trauma-informed, holistic casework. The role supports people to develop financial knowledge and life skills appropriate to their capacity, assists them to achieve safe and culturally appropriate financial arrangements, access available concessions and advocate on their behalf to financial agencies and other services.

<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"> ● Supervises and supports casual Anangu financial capability workers ● 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 ● Unrestricted driver’s license and ability to drive a manual vehicle ● Ability to undertake travel to remote communities on a regular basis and on two Sundays per month. ● Ability to share remote housing with colleagues and other service providers when working remotely ● Two doses of the COVID-19 vaccine preferred due to poor health status of First Nations clients.
<p>Key responsibilities</p>	<p>Lead:</p> <ul style="list-style-type: none"> ● Intake of new clients ● Holistic assessment, case management of clients needing support to achieve financial wellbeing, including: <ul style="list-style-type: none"> ○ teaching budgeting and saving skills ○ working with vulnerable individuals and families to address financial abuse and support family budgeting/sharing ○ assisting to obtain ID ○ applying for No Interest Loans ○ accessing concessions and entitlements ○ assisting with low-income tax returns through the ATO tax help program ○ assist with setting up payments for regular bills where there are no complex debt issues

	<ul style="list-style-type: none"> ○ provide one to one education in financial literacy capitalising on “teachable moments” where the client is engaged in learning about their financial situation. ● Connect people with financial support needs to MoneyMob’s financial counselling staff or other programs and agencies for support with debt or consumer contract issues. <p>Support:</p> <ul style="list-style-type: none"> ● Financial counsellors to gather relevant documents and consent forms to progress financial counselling work from time to time. The Financial Counsellor has primary responsibility. ● Casual Anangu staff to be successful in working for us by supporting their learning, development and own financial journey.
Key performance indicators	<ol style="list-style-type: none"> 1. Actively manage a caseload of 15 clients 2. All clients have a comprehensive case plan which assesses their strengths and barriers towards achieving financial resilience and documents their financial goals. 3. Administration and database work up to date when reviewed by Financial Wellbeing Team Leader 4. 25% of clients referred to other support services 5. Training and development as requested by management is undertaken.

About you

Desired personal attributes	<ul style="list-style-type: none"> ● Resilient, calm and emotionally intelligent. Able to cope with consistent pressure and volume of workload. ● Possess effective personal strategies to cope with the challenges of remote intercultural work. ● Works in a trauma informed way, with an awareness of the social, political and historical factors which have impacted First Nations people. ● Aligns with and actively practices MoneyMob’s values, and adheres to our codes of conduct. ● Commitment to the empowerment of First Nations people and doing with, not for people. ● Ability to speak Pitjantjatjara/Yankunytjatjara is highly desirable.
Selection criteria	<p>Required</p> <ol style="list-style-type: none"> 1. Minimum Certificate III in Community Services. Applicants with higher level community service qualifications such as social work degree or diploma level will be highly regarded. 2. At least two years experience working with clients with complex needs, preferably in a cross-cultural or First Nations community context and assisting clients to deal with money related issues. 3. Demonstrated ability in case management and counselling skills.

	<ol style="list-style-type: none">4. Knowledge of trauma-informed practice is and why it is necessary when working with First Nations communities.5. Unrestricted drivers' license and willingness to complete financial literacy skillset6. Desirable - ability to speak Pitjantjatjara/Yankunytjatjara
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