

MoneyMob Talkabout

Position Description



Financial Counsellor Caseworker

Position Title	Financial Counsellor Caseworker
Classification and salary package	<p>Base salary of \$95,755 - \$100,089 per annum plus 11% superannuation (including leave loading)</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"> ● 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	<p>The preference is that this position is based in Alice Springs, undertaking outreach in the APY Lands communities one week on, one week off (Sunday to Friday, then return to Alice for the following week.)</p> <p>Reasonable proposals for fly in, fly out employment with a regular component of time spent in Alice Springs will be considered</p>
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 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 Financial Counsellor Caseworker will be based in Alice Springs (unless otherwise agreed) and undertake travel to or within various communities in the APY Lands doing outreach two weeks out of every four (one week on, one week off). There are two roles in the team, allocated to either East or West APY communities. As the largest community, Pukatja is shared between the East and West roles.

Financial Counselling Case Workers assist people experiencing financial stress and exclusion. You will work with those who are unable to pay their bills or are at imminent risk of doing so. Taking a case management approach, our team helps people to address the issues underlying their financial stress by working from a holistic perspective. Financial Counselling Case Workers advocate, provide information, negotiate on behalf of and support the skill development of clients to move towards financial resilience and wellbeing.

Reporting and working relationships	<ul style="list-style-type: none"> ● This position reports directly to the Financial Wellbeing Team Leader, and: ● 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 ● 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 ● Ability to share remote housing with colleagues and other service providers when working remotely ● Fully vaccinated with two doses of the COVID-19 vaccine
Key responsibilities	<p>Lead: <i>Case Management</i></p> <ul style="list-style-type: none"> ● Undertake thorough assessment of client financial and social circumstances using person-centered planning tools and DEX assessment criteria. ● Develop appropriate case plans and strategies for clients to assist with achievement of both short and long-term financial and other life goals. ● Collaboratively and pro-actively case manage clients with other

	<p>professionals to assist clients to achieve goals.</p> <ul style="list-style-type: none"> ● Ensure that clients are referred to other appropriate support services that can assist with underlying issues impacting on their financial circumstances. <p><i>Financial Counselling</i></p> <ul style="list-style-type: none"> ● Work with clients and their families as required to address financial stress/crises and move to a more resilient financial position. ● Advocate and negotiate solutions for clients with debts, fines or unconscionable contract matters. ● Limited assistance with superannuation matters such as accessing medical or income protection insurances, payouts at retirement. ● Advise clients about eligibility for appropriate Centrelink payments, assist them with Centrelink debts including internal Centrelink reviews of decisions and appeals to the Administrative Appeals Tribunal. ● Ensure clients are receiving appropriate concessions ● Assist clients to improve their material wellbeing. For example, through accessing No Interest loans. ● Refer clients for assistance with other types of financial matters such as compensation claims, Lifetime Support Scheme for motor vehicle accident victims and NDIS. ● Refer clients for legal assistance. For example, Consumer Lawyers for contract matters; Compensation lawyers; Ombudsman. ● Work collaboratively with financial capability caseworkers to provide wrap-around service to clients. For example, by linking them to budgeting support or skill development in other areas. <p><i>Administration and Professional Development</i></p> <ul style="list-style-type: none"> ● Maintain up to date information in MMT database and ensure all client data, case notes and case plans are completed. ● Ensure professional membership with SAFCA is maintained and required professional development undertaken each year. <p>Support:</p> <ul style="list-style-type: none"> ● Support the Financial Wellbeing Team and Corporate Services Manager with event coordination and communications when required. ● Other duties as required by the Financial Wellbeing Team and organisation.
<p>Key performance indicators</p>	<ol style="list-style-type: none"> 1. Maintain a caseload of 15 clients across allocated communities, with a current case plan, documented financial and other goals towards which they are working. 2. Majority of clients achieve individual financial goals related to financial counselling, capability and resilience. 3. Majority of clients either self-report or by worker assessment have improved financial wellbeing, capability and resilience. 4. 25% of clients are referred to other support services to assist

	<p>with underlying issues impacting their financial management.</p> <ol style="list-style-type: none"> 5. Administration and database work up to date. 6. Membership of professional bodies and continuing professional development requirements maintained and met.
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About you

Desired personal attributes	<ul style="list-style-type: none"> ● 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 on 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 Financial Counselling OR Bachelor of Social Work, Certificate IV in Community Services, or equivalent qualification and/or experience, and willingness to successfully complete a Diploma of Financial Counselling. 2. Minimum of two years' experience in community services work with complex clients (experience with First Nations clients and/or in a remote setting highly desirable). 3. Skills in all stages of client case planning and case conferencing with multi-disciplinary professionals. 4. Excellent verbal and written communication skills and a basic knowledge of the Australian legal system for effective advocacy. 5. Great organizational, administration and IT skills using cloud based systems.