

MoneyMob Talkabout

Position Description



Home Energy Support Caseworker

Position Title	Home Energy Support Caseworker
Classification and salary package	Contract to 30 June 2025. Base salary of \$95,755.25 per annum plus 11 % superannuation (rising to 11.5% from 1 July 2024). (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 could potentially be based in Alice Springs or the APY Lands, undertaking outreach in the APY Lands communities 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 Caseworker is responsible for providing holistic casework and energy efficiency education to Aṅangu households. Remaining connected to and being able to afford power (energy security) is essential to human health and wellbeing.

<p>Reporting and working relationships</p>	<p>This position reports directly to the Financial Wellbeing Service Team Leader, and:</p> <ul style="list-style-type: none"> ● Works closely with the Project Support Officer and the Financial Wellbeing Team. ● Works closely with Cowell Electric. ● Maintains positive relationships with the Department for Energy and Mining SA, ESCOSA, Department of Human Services - Concessions and other government or not-for-profit stakeholders involved with Aṅangu 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 ● 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
<p>Key responsibilities</p>	<p>Lead:</p> <ul style="list-style-type: none"> ● Provide holistic casework to clients to ensure their home energy security, including: <ul style="list-style-type: none"> ○ Receiving referrals for, reviewing circumstances of and contacting clients in energy hardship as soon as possible ○ Preparing fortnightly visit schedules to the required customers/households to determine the reason for disconnection and provide additional support. ○ Where disconnected households are unoccupied or customers 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. ○ Ensuring all eligible households are signed up for available state and federal government energy and low-income concessions ○ Sensitively and skillfully assessing client circumstances

	<p>to understand the issues underlying their energy hardship. This includes entering clients' homes if necessary to investigate what is contributing to energy hardship..</p> <ul style="list-style-type: none"> ○ Providing energy efficiency education ○ Developing individual or household budgets and providing associated coaching. ○ Referring clients to financial counsellors for debt issues or to other needed social support services ○ Assisting with no interest loan or grant applications to purchase energy efficient appliances or household items to reduce energy consumption. ○ Actively seek out, provide casual employment opportunities and on the job mentoring for MoneyMob Anangu Energy Workers ○ Ensure energy worker timesheets are submitted promptly for payment of casual work undertaken ● Administration and organisational compliance tasks, including: <ul style="list-style-type: none"> ○ Accurately complete, scan and upload customer/client documentation to the database. ○ Accurately collate household visit information and recording in MoneyMob database as well as providing relevant details back to Cowell Electric within agreed timeframes. ○ Assist with answering customer phone calls to Alice Springs office for electricity payment information/assistance. ○ Compile reports on customer engagement as relevant. ○ Provide input to relevant advocacy activities or submissions as requested by management. ○ Adhere to organizational work health and safety procedures, including travel and risk management processes. ○ Ensure current APY Lands permit is held at all times. ○ 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"> ○ Participate in required organisational training and development ○ Participate in reflective supervision to improve your own performance. ○ Maintain current knowledge of energy efficiency, energy policy and energy market activity. ○ Maintain any professional memberships required for the duration of employment <p>Support:</p> <ul style="list-style-type: none"> ● Support the Financial Wellbeing Services Team Leader and
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	<p>Managing Director with stakeholder engagements with the Department for Energy and Mining, ESCOSA, Cowell Electrical or other relevant stakeholders.</p> <ul style="list-style-type: none"> Other duties as required by the Financial Wellbeing Team and organisation.
Key performance indicators	<ol style="list-style-type: none"> Client referrals acknowledged and attempts at phone or other contact made on a daily basis. Comprehensive fortnightly trip lists prepared in advance of each trip with notification provided each time to customers, community councils and other stakeholders. At least 50% of contacted clients signed up for relevant concessions on each trip. 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. Minimum of 25% of contacted clients referred to other supports Team leader receives appropriate travel and trip documentation prior to each trip. Relevant forums attended as requested. Information provided for organizational reports, submissions and meetings as required.

About you

Desired personal attributes	<ul style="list-style-type: none"> Committed to social and economic justice Prepared to undertake assertive outreach and holistic casework at/in client's homes and communities, to achieve the objectives of the role Willing to complete three Financial Literacy Education units (these can be undertaken and completed on job) Resilient, calm and emotionally intelligent in relating to others Possess effective personal strategies to cope with the challenges of remote (intercultural) work. Understands the impact of racism and colonisation on Aboriginal communities and the social, political and historical factors which have contributed to current challenges. 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"> Demonstrated experience providing trauma-informed casework to clients with complex needs, confidence using an assertive outreach approach. Diploma of Community Services or equivalent degree; or Certificate IV in Home Sustainability Assessment Ability to provide effective adult education to clients with low

	<p>written literacy and numeracy</p> <ol style="list-style-type: none">4. Strong stakeholder and relationship management skills5. Excellent time management, administrative and computer skills and the ability to adapt to new programs/technologies
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