

MoneyMob Talkabout

Position Description



Vulnerable Persons Financial Abuse Prevention Lead Practitioner

Position Title	Vulnerable Persons Financial Abuse Prevention Lead Practitioner
Classification and salary package	<p>Salary Range of \$99,343 to \$113,333 per annum, depending on qualifications and experience. Plus 11.5% superannuation (The position is classified as Social Community Home Care and Disability Services Award - Level 5)</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 • Some support towards relocation costs if required • \$500 wellbeing payment per annum (not cumulative)
Location	The position is based in Alice Springs, with frequent travel required into the APY Lands.
Hours	Full time – 38 hours per week 12 month contract, with extension subject to funding
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 with a focus on the economic empowerment of First Nations people. We provide holistic casework through the lens of financial counselling, financial literacy education programs and community services. Our individual clients are in the remote Anangu Pitjantjatjara Yankunytjatjara (APY) Lands in northern South Australia. We also provide training and consultancy to organisations in the Northern Territory and Western Australia.

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 well being. We use our knowledge and practice-based evidence to inform our positions and to advocate for our clients.

Our case management 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 in areas throughout Australia where they reside – Adelaide, Alice Springs and Western Australia. Within this broader geographic area we will leverage opportunities to extend our service delivery, influence and impact 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 (and in turn impacts on) 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 Vulnerable Persons Financial Abuse Lead Practitioner role is a new role within MMT. Due to the extremely low incomes, high rates of unemployment, trauma, chronic health and disability in the APY Lands, MMT sees a significant number of vulnerable clients experiencing financial abuse. **This is particularly prevalent with regard to elders and people with disabilities**, who will comprise the main focus of this project. Financial abuse can result in outcomes ranging from stress/depression, financial hardship and debt through to physical neglect, coercive control and physical violence.

This role has four important key objectives:

1. Provide case management/counselling/mediation to vulnerable clients experiencing financial abuse and support their families to respond
2. Undertake advocacy and networking with relevant agencies/stakeholders to increase awareness of financial abuse and its impacts on vulnerable people in the APY Lands
3. Provide mentoring, guidance and practice tools to MoneyMob staff (particularly case workers) about best practice service delivery
4. Undertake data collection to support further development of the position and service model

Reporting and working relationships	<p>This position reports directly to the Community Services and Programs Manager and:</p> <ul style="list-style-type: none"> ● Works collaboratively with and supports other MoneyMob team members
Special Work Requirements	<ul style="list-style-type: none"> ● National Police Check ● Working with Children and Vulnerable Persons Check ● Completion of 3 units of the Financial Literacy Skillset ● Unrestricted driver's license (and preferably the ability to drive a manual vehicle) ● 4WD Training ● 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:</p> <ul style="list-style-type: none"> ● Build relationships with families and community members to promote awareness of and trust in this role and its work of financial abuse prevention ● Work with a caseload of around 5 clients vulnerable to financial abuse to gain a deep understanding of their circumstances and implement financial safeguarding strategies ● Conduct sensitive, confidential and culturally appropriate

	<p>screening and risk assessments for clients to inform case planning and case management activities</p> <ul style="list-style-type: none"> ● Provide counselling/coaching/facilitated family budgeting and meetings (if safe to do so) to reduce harm/improve client's financial situation and family relationships ● Make referrals and recommendations to services and connections that can strengthen networks and supports for impacted clients ● Network, develop rapport, consult and collaborate with key agencies in the region who have a relationship to this work - e.g. NPY Women's Council, Relationships Australia, Women's Safety Services of Central Australia, South Australia Adult Safeguarding Unit, SA Police, Aged and Disability Services, Arts Centres and Peak Arts Organizations. ● Advocate to raise awareness about financial abuse of vulnerable people in the region and any need for improvements in the strategies/processes/networks available to safeguard people with relevant government agencies, community services, stakeholders and community members ● Provide structured mentoring and guidance to MoneyMob caseworkers about best practice approaches to working with vulnerable clients. <p>Support:</p> <ul style="list-style-type: none"> ● Work with MMT Management and colleagues to develop/adapt culturally appropriate practice tools ● Data collection to inform further development of the position and service model. ● Funding applications to enhance/expand the scope of this work ● Contribute to MMT program evaluations and quality assurance work
<p>Key performance indicators</p>	<ul style="list-style-type: none"> ● Appropriate risk screening undertaken and documented for all clients ● Comprehensive, individually tailored and culturally safe case plans developed for all clients that demonstrate well considered strategies which balance safety/risk with individual rights, choice/control and empowerment; ● Client records are current and maintained in accordance with legislation and organizational policy at all times ● Structured mentoring and guidance program established to support MMT staff and team leaders (may include advice/case reviews/incident analysis/training/continuous improvement) to promote best practice in working with vulnerable financial abuse clients ● Meetings with key stakeholders/networks and outcomes are documented and shared with team

About you

<p>Desired personal attributes</p>	<ul style="list-style-type: none"> ● High level of integrity, honesty and commitment ● Works from a strengths-based, trauma informed perspective. ● Resilient, calm and emotionally intelligent, with awareness of own behaviour and impact on others. Able to recognise patterns of behaviour generated by the impacts of trauma on staff and clients. ● Possess well developed self-care strategies to cope with the challenges of remote intercultural work and secondary trauma that can result. ● Ability to work in complex, unpredictable work environments, retain situational awareness and take appropriate initiative ● Understanding of financial abuse, elder abuse and the factors that contribute and increase vulnerability to these issues in remote Aboriginal communities. ● 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.
<p>Selection criteria</p>	<ul style="list-style-type: none"> ● Minimum undergraduate level qualifications in social work, behavioural sciences, counselling, family work, mediation or other relevant qualification ● At least three years post qualification experience case managing complex cases with vulnerable clients experiencing abuse (experience with First Nations people in a remote setting will be highly regarded) ● Demonstrated experience providing counselling/mediation and coaching using a trauma-informed approach in a variety of settings, for example individuals, couples, families, and groups. ● Experience undertaking individual and systemic advocacy ● Previous experience in mentoring, supporting and collaborating with interdisciplinary colleagues to achieve positive outcomes and promote best practice ● Highly developed cross-cultural communication, time management, administration skills and detail orientation.