

# MoneyMob Talkabout

## Position Description

### Caseworker - Financial Capability (Financial Foundations)

<b>Position Title</b>	Caseworker - Financial Capability (Financial Foundations)
<b>Classification and salary package</b>	Base salary of \$99,343.55 to \$103,839.01 per annum plus 11.5 % superannuation  (Social Community Home Care and Disability Services Award – Level 5 depending on qualifications and experience)  12 month contract with possibility of extension subject to funding.  <u>Other available benefits</u> <ul style="list-style-type: none"><li>● Remote salary packaging available</li><li>● 6 weeks annual leave</li><li>● 5 days additional “mini-break” non-accrued leave</li><li>● 2 days outreach leave per month</li><li>● Remote travel allowance</li><li>● \$500 wellbeing payment per annum (not cumulative)</li></ul>
<b>Location</b>	The position is based in Alice Springs, undertaking outreach in the APY Lands communities one week off, one week on (leaving Sunday).
<b>Hours</b>	Full time – 38 hours per week
<b>Special measures</b>	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 (Financial Foundations) is based in Alice Springs and undertakes regular remote travel in the APY Lands communities doing outreach. This is a new role which will play a critical part in supporting our remote First Nations clients to address the impacts of poverty and financial exclusion by **ensuring they have the “financial foundations”** in place. The role will undertake assertive outreach to disengaged individuals at their homes, provide community information and flexible community education in as many settings as possible.

<b>Reporting and working relationships</b>	<p>This position reports directly to the Training Team Leader, and:</p> <ul style="list-style-type: none"> <li>● Works collaboratively with and supports other MoneyMob team members</li> <li>● Liaise with other community services, government agencies and stakeholders relevant to the position</li> </ul>
<b>Special Work Requirements</b>	<ul style="list-style-type: none"> <li>● National Police Check</li> <li>● Working with Children and Vulnerable Persons Check</li> <li>● Unrestricted driver’s license</li> <li>● Ability to undertake travel to remote communities on a regular basis and on two Sundays per month.</li> <li>● Ability to share remote housing with colleagues and other service providers when working remotely</li> <li>● Two doses of the COVID-19 vaccine (preferred but not mandatory) due to poor health status of First Nations clients.</li> </ul>
<b>Key responsibilities</b>	<p><b>Lead:</b></p> <ul style="list-style-type: none"> <li>● intake and assessment with new clients</li> <li>● assertive outreach to individuals in their homes or other locations who are eligible for, but not receiving Centrelink payments and get them (re)connected</li> <li>● help clients set up MyGov and teach them how to use it for reporting and other necessary purposes</li> <li>● assist clients to get identification and tax documents necessary for financial transactions</li> <li>● assist clients to understand, select and set up bank accounts</li> <li>● conduct budgeting and goal setting sessions with culturally appropriate tools</li> <li>● community information stalls to raise awareness about the role and what it can assist with</li> <li>● actively network with schools, other agencies and organizations to set up opportunities to conduct community education sessions, with a particular focus on budgeting and financial abuse</li> <li>● Make referrals for other support that clients may need- either within the team or with other organizations.</li> </ul> <p><b>Support:</b></p>

	<ul style="list-style-type: none"> <li>● Advocacy with state government and other relevant agencies to address barriers to obtaining ID and payments.</li> <li>● Financial counsellors to gather relevant documents and consent forms to progress financial counselling work from time to time. The Financial Counsellor has primary responsibility.</li> </ul>
<b>Key performance indicators</b>	<ol style="list-style-type: none"> <li>1. 20 remote visits undertaken in 12 months, ensuring that each community is visited at least once.</li> <li>2. Record kept of each house visited and clients spoken to, with a view to visiting as many houses as possible.</li> <li>3. Minimum of 20 clients assisted to (re)connect to Centrelink payments</li> <li>4. Administration and database work up to date when reviewed by Financial Wellbeing Team Leader</li> <li>5. 25% of clients referred to other relevant support services</li> <li>6. Minimum five school and/or community education sessions undertaken</li> </ol>

## About you

<b>Desired personal attributes</b>	<ul style="list-style-type: none"> <li>● Persistent, self-reflective and able to work autonomously as well as in a team.</li> <li>● Possess effective personal strategies to cope with the unpredictability of remote intercultural work and stay optimistic.</li> <li>● Works in a trauma informed way, with awareness of the social, political and historical factors impacting First Nations people.</li> <li>● Aligns with and actively practices MoneyMob's values, and adheres to our codes of conduct.</li> <li>● Commitment to the empowerment of First Nations people and doing with, not for people.</li> <li>● Ability to speak Pitjantjatjara/Yankunytjatjara is highly desirable.</li> </ul>
<b>Selection criteria</b>	<p>Required</p> <ol style="list-style-type: none"> <li>1. Minimum Certificate III in Community Services and willingness to complete the financial literacy skillset. (Applicants with higher level community service qualifications will be highly regarded.)</li> <li>2. Experience undertaking assertive outreach &amp; working with clients with low literacy and numeracy and complex needs, preferably in a cross-cultural or First Nations community context.</li> <li>3. Demonstrated case management skills and knowledge of helping clients with money related matters.</li> <li>4. Knowledge of trauma-informed practice is and why it is necessary when working with First Nations communities.</li> <li>5. Unrestricted drivers' license and willingness to complete financial literacy skillset</li> </ol> <p>Desirable</p> <ol style="list-style-type: none"> <li>6. Ability to speak Pitjantjatjara/Yankunytjatjara</li> </ol>