

MoneyMob Talkabout

Position Description



Team Leader - Adelaide Financial Wellbeing Service

Position Title	Team Leader - Adelaide Financial Wellbeing Service
Classification and salary package	<p>Base salary range of \$99,343 to \$103,839 per annum plus 11.5% superannuation</p> <p>(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 “mini breaks” per year • Some support towards relocation costs if required • \$500 wellbeing payment per annum (not cumulative)
Location	<ul style="list-style-type: none"> • The position is based in Adelaide, co-located with DHS SA in Wright Street in the CBD • The position will undertake assertive outreach to Anangu homes and community locations around the Adelaide city and suburbs. • The position may be required to attend training/induction or familiarization visits to Alice Springs/the APY Lands in order to understand the cultural context of our clients. • The position may occasionally be asked to provide relief on the APY Lands during periods of staff leave
Hours	<p>Full time – 38 hours per week</p> <p>Permanent (on-going) subject to funding availability.</p>
Special measures	<p>Qualified and/or experienced Aboriginal and Torres Strait Islander people are strongly encouraged to apply</p>

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 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 very 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

MoneyMob Talkabout is establishing a new service in Adelaide, to provide holistic casework to Anangu (First Nations people from far north SA) through the lens of financial counselling and capability. The service will be co-located with DHS SA in Wright Street, Adelaide.

Our approach to working with Anangu clients and their families is guided by the principles of undertaking “**assertive outreach**”, being **trauma-informed** and taking a **culturally safe** approach. It will meet with Anangu in their homes and at other community organizations and locations where they spend time. The new service will have a strong preventative focus, with an emphasis on providing culturally appropriate financial literacy education and activities to increase people’s capability, as well as providing financial counselling and casework to help deal with and reduce crisis/harm.

The objective of the role is to:

- lead a small team
- provide flexible and holistic financial capability and counselling casework to clients in spaces where they feel comfortable
- establish strong, collaborative relationships with co-located and networks with complimentary services

Reporting and working relationships	<p>This position reports directly to the Managing Director/Community Services Manager, and:</p> <ul style="list-style-type: none"> ● Supervises colleagues in the Adelaide Financial Wellbeing Service ● Works collaboratively with and supports other MoneyMob team members ● Works collaboratively with co-located services and key stakeholders
Special Work Requirements	<ul style="list-style-type: none"> ● National Police Check ● Working with Children and Vulnerable Persons Check ● Unrestricted driver’s license ● Willingness to undertake and complete the Financial Literacy Skillset (if not already held) ● Willingness to provide casework and education flexibly within homes, public settings and community organizations
Key responsibilities	<p>Lead:</p> <ul style="list-style-type: none"> ● A positive, psychologically and physically safe work culture that values continuous learning and reflection ● Line management of staff member including probation and performance reviews, regular supervision meetings

	<ul style="list-style-type: none"> ● Regular case reviews to ensure effective management of caseload, staff learning, and quality client service delivery ● Staff attendance at training, supervision and maintenance of professional development requirements ● Regular reviews of staff data entry to ensure administration is up to date, data quality is being maintained and contract KPIs are being met. ● Planning of outreach outreach visits and activities in collaboration with team member ● Networking and collaboration with relevant services ● Identification of systemic issues affecting clients and (after consultation with management) undertaking advocacy or planning/participating in community development projects to address these. ● Management of waitlist and allocation of clients according to MoneyMob process and priority criteria ● Case management of ten clients ● Provision of relevant good news stories for MoneyMob newsletter <p>Support:</p> <ul style="list-style-type: none"> ● Provision of information for reporting to donors, funding bodies, MoneyMob Board ● MoneyMob quality/continuous improvement processes ● MoneyMob operational planning
Key performance indicators	<ol style="list-style-type: none"> 1. Individual supervision meetings undertaken with staff at least fortnightly 2. Case review meetings held on a monthly basis. 3. Team is meeting contract KPIs and maintaining data quality standards. 4. Team and self meet and maintain professional development and membership requirements 5. Effective case planning and management of clients is undertaken 6. Personal administration work is up to date and accurate

About you

Desired personal attributes	<ul style="list-style-type: none"> ● Commitment to social justice and understanding of the structural nature of poverty. ● Able to support and inspire staff to work harmoniously, collaboratively and provide quality, impactful services to clients ● Resilient, calm and emotionally intelligent, with awareness of own behaviour and impact on others. ● Enthusiasm for working flexibly and holistically, willing to undertake assertive outreach ● Passion for cross-cultural work and continuous learning
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	<ul style="list-style-type: none"> ● Understanding of the ongoing impacts of colonisation and racism on First Nations people and communities ● Uses a trauma informed approach, is empathetic and non-judgmental in dealings with people with complex needs. ● Actively identifies with MoneyMob’s values, philosophies and codes of conduct.
<p>Selection criteria</p>	<ol style="list-style-type: none"> 1. Qualified financial counsellor or financial capability worker and/or minimum certificate IV qualification in a community services related discipline 2. Extensive experience in the Community Sector working with people with complex needs, undertaking assertive outreach, supporting clients to address financial problems 3. Experience leading and motivating a small team 4. Experience working with First Nations people or culturally and linguistically diverse communities 5. Advanced communication skills across all domains - verbal, writing, listening and emotional intelligence 6. Excellent administrative, time management and IT skills 7. Unrestricted Drivers’ License and right to work in Australia