



# MoneyMob Talkabout

## Position Description

### Emergency Relief Caseworker

<b>Position Title</b>	Emergency Relief Caseworker
<b>Classification and salary package</b>	<p>Base salary of \$89,869 to \$96,703 per annum (pro-rata) plus 12% superannuation</p> <p>(Social Community Home Care and Disability Services Award – Level 4 depending on qualifications and experience)</p> <p><u>Other available benefits</u></p> <ul style="list-style-type: none"><li>● Remote salary packaging available</li><li>● 6 weeks annual leave (pro-rata)</li><li>● 5 days additional “mini-break” non-accrued leave</li><li>● \$500 wellbeing payment per annum (not cumulative)</li></ul>
<b>Location</b>	The position is based in Adelaide
<b>Hours</b>	Part-time 30.4 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 Anḡangu 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 Emergency Relief Caseworker is based at 250 Wright Street in Adelaide, co-located with MoneyMob’s Adelaide Financial Wellbeing team and the DHS SA Remote Visitor Outreach team. The Emergency Relief Caseworker is responsible for providing emergency assistance to First Nations people living in the Adelaide Central and Hills and Adelaide West local government regions.

Emergency relief is typically for people who have low or no income making them vulnerable to financial shock such as high utility bills. Others may need support because of life changing events such as illness or family violence.

<b>Reporting and working relationships</b>	<p>This position</p> <ul style="list-style-type: none"><li>● Reports directly to the Adelaide Financial Wellbeing Team Leader</li><li>● Works collaboratively with and supports other MoneyMob team members</li><li>● May work with volunteers/students</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 licence</li></ul>

<p><b>Key responsibilities</b></p>	<p><b>Lead:</b> Coordination and delivery of the Emergency Relief program in the Adelaide office.</p> <ul style="list-style-type: none"> <li>● Intake and eligibility assessment of clients.</li> <li>● Provide appropriate type of emergency assistance to First Nations clients/families with no or low income, to help deal with financial crisis/distress.</li> <li>● Provide outreach emergency relief assistance at relevant locations throughout MoneyMob’s service area.</li> <li>● Maintaining and monitoring of the Emergency Relief Client Register.</li> <li>● Accurate and timely completion of program data into the database.</li> <li>● Maintain the client’s dignity, choice and promote self-reliance through the assistance provided.</li> <li>● Referring people to MoneyMob’s financial counselling, financial capability and case work staff for help with longer term financial literacy casework and debt management/advocacy.</li> <li>● Referring people to other needed social supports.</li> </ul> <p><b>Support:</b></p> <ul style="list-style-type: none"> <li>● Financial counsellors, financial capability workers and case workers to gather relevant documents and consent forms to progress financial counselling work from time to time.</li> <li>● Other organisational tasks as required.</li> </ul>
<p><b>Key performance indicators</b></p>	<ol style="list-style-type: none"> <li>1. MoneyMob emergency relief services are responsive and accessible to the community for advertised hours for the outlet.</li> <li>2. Eligible clients are accurately assessed</li> <li>3. Clients are provided with service as efficiently and effectively as possible.</li> <li>4. 50% of clients are referred to other supports, including financial counselling or other social programs</li> <li>5. Distribution of emergency relief vouchers/funds and client case notes are accurately and appropriately recorded in a timely fashion.</li> <li>6. Training and development as requested by management is undertaken.</li> </ol>

## About you

<p><b>Desired personal attributes</b></p>	<ul style="list-style-type: none"> <li>● Resilient, calm and emotionally intelligent.</li> <li>● Works in an empathetic, trauma informed way</li> <li>● Has an awareness of the social, political and historical factors which have exacerbated disadvantage for First Nations people.</li> <li>● Aligns with and actively practices MoneyMob’s values, and adheres to our codes of conduct.</li> <li>● Ability to speak Pitjantjatjara/Yankunytjatjara is highly desirable.</li> </ul>
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## Selection Criteria

<p>Required</p>	<ol style="list-style-type: none"> <li>1. Minimum Certificate III in Community Services. Applicants with higher level community service qualifications such as social work degree or diploma level will be highly regarded.</li> <li>2. At least two years experience working with vulnerable and marginalised clients with complex needs, preferably in a cross-cultural or First Nations community context.</li> <li>3. Knowledge of trauma-informed practice is and why it is necessary when working with First Nations communities.</li> <li>4. Ability to work collaboratively with colleagues within a small team</li> <li>5. Unrestricted drivers’ license</li> <li>6. Willingness to complete financial literacy skillset</li> </ol>
<p>Desirable</p>	<ol style="list-style-type: none"> <li>7. Ability to speak Pitjantjatjara/Yankunytjatjara</li> </ol>