

Community Service and Practice Manager - Financial Inclusion

Alice Springs with significant travel to APY Lands

Qualified and/or Experienced Aboriginal and Torres Strait Islander People are Strongly Encouraged to Apply.



- Salary Range \$102k - \$106k per annum (inc leave loading) plus super and remote salary sacrifice options. Level 8 SCHADS Award. Salary dependent on skills and experience.
- Six weeks annual leave plus 5 days mandated breaks
- Support for relocation
- \$500 annual wellbeing payment (not cumulative) per annum
- External professional supervision
- COVID-19 flexible working arrangements may initially apply
- Contract to 30 June 2022.

Contact for further information: Carolyn Cartwright, (08) 8953 2410

To apply: hr@moneymob.org.au

Organisation Profile

MoneyMob Talkabout is a not-for-profit organisation providing a range of programs in the APY Lands in northern South Australia. We have offices in the communities of Ernabella (Pukatja) and Mimili, and provide outreach services to other APY communities and Oodnadatta. Please see our website for further details www.moneymob.org.au MoneyMob is committed to Indigenous employment and a culturally competent workplace. We encourage qualified Aboriginal and Torres Strait Islander applicants to apply for all levels of roles.

MoneyMob Talkabout History & Overview

MoneyMob Talkabout receives funding from a variety of different sources: the Department of Social Services (Commonwealth), the Department of Human Services (Commonwealth), the Department of Human Services (SA), the Department of Planning, Transport and Infrastructure (SA) and Good Shepherd Microfinance.

MMT began as a touring financial literacy program in regional and remote Northern Territory and WA communities in mid 2010, engaging communities and connecting people to other financial support programs such as money management and financial counselling. Since 2012, MoneyMob Talkabout has run an integrated financial wellbeing service in the APY Lands, which includes services such as financial counselling, capability, no-interest loans, licensing and registration and Centrelink agency.

We also run the Mimili Family Wellbeing Centre, under subcontract from the Department of Human Services SA.

Vision, Values and Philosophy

Our vision is that 'Aboriginal people and communities are empowered to achieve economic wellbeing and self-determination'.

Our focus is 'Aboriginal people are equal partners in and co-creators of our practice. We advocate, influence, deliver services, build and share knowledge to tackle inequality'.

Our values guide all aspects of our work including our service delivery, advocacy, governance and management. They are:

Courage: We are committed to advocating strongly for change and confronting injustices.

Empowerment: We work to support Aboriginal and Torres Strait Islander people to exercise their agency in their ongoing struggle for autonomy, 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: We take reasoned action 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 an enterprising and agile organisation, motivated to continually improve, adapt and develop inventive solutions that create value and are valued by people.

The MoneyMob Talkabout program takes a strong community development approach; to the extent possible, we prioritise local employment. Our primary task is to assist people to achieve independence in their financial management so they do not become reliant on an outside service provider for their livelihood. We recognise people's diverse strengths and inherent dignity as human beings. We also emphasise two-way learning, where our staff (are expected to) learn as much from community as community learns from them. All non-local staff are expected to make efforts to acquire local language skills.

For our non-local staff, it is important that we maintain a critical awareness of our position of power with relation to Aboriginal communities. We come from the dominant colonizing culture, and we are bringing cultural ideas and practices that are still relatively new – and in some cases unwelcome - overlay on Aboriginal culture. There are also power imbalances within the community, and we need to be alert to these when working with clients to ensure that we are not unwittingly making their situation worse.

Geographic Context

The APY Lands cover an area in excess of 100,000 square kilometres from the Stuart Highway to the Western Australian border. The APY Lands are extremely remote, with the nearest major town being five to six hours away in Alice Springs. The resident population is estimated to be 2,500 people spread across a number of communities and homelands. The population is very young in comparison with the Australian average, and is recognised as having high levels of socio-economic disadvantage.

Social Context

Community members are collectively known as Anangu, and may have family links into the Ngaanyatjatjara Lands in Western Australia, as well as Coober Pedy, Port Augusta, Adelaide and Alice Springs. Predominant languages spoken are Pitjantjatjara and Yankunytjatjara, as well as varying levels of English.

Aboriginal people have a short history with money. During this time they have survived the days of missions and being paid in rations, stolen wages and being treated as though they are incapable of learning about and managing money. They regularly contend with scammers, unethical traders and practices in their communities and interactions with the broader society. They experience disproportionate rates of penalties for non-compliance with Centrelink rules. They lack access to basic financial services such as banking. They are some of the most economically disadvantaged and financially excluded people in Australia, and this contributes to high rates of chronic health and other social problems. Yet they continue to survive, celebrate and practice language and culture.

MoneyMob is a busy service. We work in a high-pressure, high volume and unpredictable environment where client numbers can vary and clients can sometimes be angry or aggressive for a variety of reasons. Clients generally do not adhere to structured appointment times or rigid case management frameworks, but rather will drop in according to their own imperatives.

Staff must therefore be proficient at managing their own times and caseloads and be flexible to undertake outreach in order to reach clients when appropriate/necessary. Staff also need to have keen observational skills and sensitivity to discern what is going on for clients.

This will ensure that positive relationships are developed which in turn will encourage clients to return for ongoing follow up in relation to their financial and other difficulties and lay the groundwork for “hard conversations” which need to be had.

MoneyMob also understands the difficult conditions that staff work under and provides extra leave, wellbeing benefits and external supervision to support the staff in their work.

Position Overview

The Community Service and Practice Manager - Financial Inclusion is a newly created role that is part of the senior management team of MoneyMob Talkabout. The role is responsible for developing and implementing a model of practice for the Financial Wellbeing Services (FWS) programs delivered by MoneyMob and for leading, developing and managing a small team of FWS employees who are spread between the APY Lands and Alice Springs.

Position Objectives

- Plan, direct and manage programs and staff
- Develop systems, policies, processes and frameworks
- Improve performance
- Assist with annual budgeting
- Advocacy
- Relief to MD

Position Adaptation for COVID-19 restrictions in NT and APY Lands

COVID-19 restrictions on travel both into and within the NT and the APY Lands requires adaptation of this role for the duration of COVID-19-related restrictions. As a result, the successful candidate may be required to work remotely from home, will undertake selected duties/projects as required until restrictions are lifted to allow for full duties of the role to be done, and if relevant may initially be required to work reduced hours. Flexibility and cooperation between MoneyMob Talkabout and the successful candidate will be required during this period. Activities/tasks that will be undertaken in this time include:

- Supervision of a team of staff who regularly work from home with some time in the office (including regular supervision and group supervision meetings)
- Commence development of a model of practice for staff, incorporate existing elements of MMT practice and adding to/improving this where there are gaps
- Work with external consultants to coordinate the development of an online induction for new financial capability workers
- Reporting to funding bodies
- Organise training for staff - both in-house and external
- If not done already, complete the Financial Literacy Skill Set training

Appendix A: Position Description

Position Title	Community Service & Practice Manager - Financial Inclusion
Position type and location	Full time fixed term contract. 38 hours per week. Contract to 30 June 2022 Based in Alice Springs with Substantial Remote Travel
Salary and Conditions	\$102k - \$106k pa (includes leave loading) plus 9.5% superannuation salary packaging 6 weeks annual leave per annum 5 days additional "mini-break" non-accrued leave. Some support towards relocation costs if required \$500 wellbeing payment per annum External supervision
Reporting and Working Relationships	This position: <ul style="list-style-type: none"> • Reports directly to the Managing Director • Supervises Financial Counsellors and Financial Capability Workers • Works with other MMT colleagues • May work alongside external consultants, contractors and volunteers. • Works collaboratively with co-located and community based services
Special Work Requirements	<ul style="list-style-type: none"> • Ability to share remote housing with colleagues and other service providers • Ability to drive 4WD alone, covering long distances on poor roads, do basic maintenance as required - e.g. change a flat tyre or fix a puncture • Unrestricted driver's license and able to drive a manual vehicle • Ability to obtain and maintain Working With Children and relevant criminal history checks • Current APY Lands Entry Permit at all times • The successful candidate will be required to complete the Financial Literacy Skillset (at MMT expense).
Personal Attributes	<ul style="list-style-type: none"> • Resilient, calm - able to cope with consistent pressure, high level workload • Flexible - acceptance and recognition that a role of this nature is iterative and developmental • Possess effective personal strategies to cope with the challenges of remote intercultural work including: <ul style="list-style-type: none"> ▪ Cope with loneliness, create own social connections and support networks ▪ Maintaining an appropriate level of vigilance for personal safety and health at work ▪ Ability to cope with environmental challenges such as dust, dirt, animals and children in offices ▪ Take responsibility for personal health and wellbeing ▪ Apply trauma informed perspective to staff supervision and development of client services • Understanding of power dynamics impacting Aboriginal communities and awareness of social, political and historical factors which impact on them. • Empathetic, non-judgmental in dealings with people with complex needs • Ability to establish and maintain appropriate boundaries with staff and clients.

Key Responsibilities	<ol style="list-style-type: none"> 1. Service delivery and compliance, development, improvement 2. Service planning and evaluation 3. Staff leadership, development and supervision 4. Networking and systemic advocacy
Key Tasks	<ol style="list-style-type: none"> 1. Ensure MoneyMob Talkabout's various financial wellbeing services are being delivered as per contract requirements 2. Undertake program planning, liaison with and reporting to funding bodies, program reviews/audits and evaluations 3. Develop a model of practice which: <ol style="list-style-type: none"> a. includes appropriate service policies b. identifies and describes a counselling framework for our financial wellbeing services 4. Implement with and upskill staff in the new model of practice 5. Undertake line management of FWS staff, including: <ol style="list-style-type: none"> a. Ensuring they have current work plans with clear accountabilities b. Conduct regular supervision meetings with staff c. Ensuring that they engage with required external supervision and facilitate regular group supervision d. Ensuring they complete required training/CPD and work consistently with relevant professional standards e. Completing regular case and file reviews and managing staff performance f. Undertaking regular checks to ensure data integrity g. Ensuring staff contribute to a positive, supportive and open organisational culture 6. Work with the senior management team to develop a supportive model for Aboriginal employment 7. Professionally and effectively represent MoneyMob in relevant professional forums 8. Review data to identify trends and assist with developing advocacy campaigns/positions 9. Assist with development of program budgets, acquittals and ensure services are managed within budget parameters 10. Apply for funding to secure existing services and (under direction) support the development of new service streams consistent with MMT's strategic plan 11. Relieve Mimili Family Centre Coordinator and MD during periods of absence 12. Participate in own professional supervision, development and maintain professional memberships
Performance Indicators	<ol style="list-style-type: none"> 1. Contract reporting completed and submitted on time 2. Model of practice developed 3. Staff provided with clear accountabilities and consistent supervision 4. Program budgets developed and regularly monitored 5. Systemic issues identified and flagged with MD 6. Funding applications completed, reviewed by MD and submitted on time. 7. Professional networks identified and attended 8. Supervision, CPD and professional registration requirements maintained

Selection Criteria	<ol style="list-style-type: none"> 1. Tertiary level qualification in Social Work, Community Psychology, Family Therapy or related disciplines 2. At least two-five years experience at senior management level in service planning, implementation, management and compliance in the context of work with vulnerable populations - particularly with Indigenous people or in a relevant inter-cultural setting. 3. Demonstrated experience leading and managing teams to achieve a cohesive culture and excellent results against contract KPIs 4. Highly organised - able to develop effective strategies to complete work in challenging environment 5. Superior communication skills - verbal and written in order to represent the organisation in public forums and complete written reports and position papers. 6. Adept at using cloud-based technology platforms - Gmail; Google Docs; Google Chat/Skype; client management databases <p>High Desirable</p> <ol style="list-style-type: none"> 7. Experience working in a remote Aboriginal community 8. Experience or knowledge of financial counselling or financial capability work or the ability to obtain rapidly.
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