



## Financial Capability Team Leader

**Alice Springs with significant remote travel to APY Lands**

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

**Full time contract for to June 30 2021, with the possibility of extension subject to further funding.**

**Salary Range \$83,780 to \$87,690 depending on qualifications and experience plus salary sacrifice and 9.5% super.**

### **Organisation Profile**

MoneyMob Talkabout is a not-for-profit organisation providing a range of community services and programs in the APY Lands in northern South Australia, and in Alice Springs. We have remote offices in the communities of Ernabella (Pukatja) and Amata and Mimili, and provide outreach services to other Anangu communities. Our programs and services include:

- Financial counselling
- Financial capability and education
- No Interest Loans
- Services SA agency
- Centrelink Agency
- Alternative to Custody Project (N.T.)
- Mimili Family Wellbeing Centre Coordination
- Future Sustainability Energy Efficiency Education Program.

Please see our website for further details [www.moneymob.org.au](http://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 Program 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), the Department of Energy and Mining (SA) and Good Shepherd Microfinance.

MMT began as a touring program in regional and remote Northern Territory and WA communities in mid 2010, providing financial literacy education 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.

In early 2020 we took over responsibility for coordinating the Mimili Family Wellbeing Centre, which is being outsourced by the Department of Human Services SA. In July 2020 we commenced delivery of the Future Sustainability Energy Education program with the Department of Energy and Mining. This project will see MoneyMob deliver house to house community education alongside the introduction of electricity charging in Anangu communities.

### **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'.



social problems. Yet they continue to survive, celebrate and practice language and culture.

### **Service Context**

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. Our financial counsellors and capability workers operate within a person centred approach. Person centred approaches aim to empower people who have traditionally been disempowered by specialist services. They involve listening, thinking together, sharing ideas and seeking feedback. They are designed to support each client to move towards their personal goals, even as these change, and to understand what each individual needs and wants to live a good life as they define it. Using this approach in our financial counselling and capability work has enabled us to incorporate and validate Anangu cultural perspectives about financial capability.

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 benefit and external supervision to support the staff in their work.

### **Financial Capability**

Financial capability has varying definitions, but can broadly be categorised as “being able to talk about money, make informed decisions about money and feel financially secure.” (ECSTRA Foundation 2020).

Being financially capable means having competence in a broad range of areas, including undertaking banking and other financial transactions, understanding the role of various financial institutions, managing money on a day to day level and for the future, understanding credit and debt and knowing where to get help and advice. It does **NOT** include the provision of financial planning, investment or small business advice.

Individual and community financial capability is affected by personal and structural factors. At an individual level, a person’s attitudes, beliefs and behaviours can influence their relationship to money. At a structural level, their gender, ethnicity, access to institutions, life circumstances and geography can all influence financial capability. MoneyMob seeks to work at all levels, to improve financial wellbeing outcomes for Anangu. We want to improve our financial capability service delivery and work in a more preventative way, to try to influence the levels of financial crisis experienced by Anangu.

### **Position Overview**

The Financial Capability Team Leader Team Leader will be committed to financial wellbeing and economic empowerment as an important element of individual and family social and emotional wellbeing for Anangu. The position supervises and mentors MMT’s Financial Capability and NILS Officers, with the aim of delivering best practice financial capability support and education. The role is based in Alice Springs and will undertake travel to various communities in the APY Lands doing outreach two weeks out of every four.

The Financial Capability Team Leader is responsible for:



### Appendix A: Position Description

<b>Position Title</b>	Financial Capability Team Leader
<b>Position type and location</b>	<ul style="list-style-type: none"> <li>● Full-time (38 hours per week) fixed term contract to 30 June 2021</li> <li>● Based in Alice Springs with frequent remote travel to and stays in the APY Lands two weeks out of every four</li> </ul>
<b>Salary Range</b>	\$83,780 to \$87,690 + 9.5% superannuation Salary packaging, wellbeing and travel allowance
<b>Reporting and Working Relationships</b>	<p>This position:</p> <ul style="list-style-type: none"> <li>● Reports directly to the Community Service and Practice Manager</li> <li>● Supervises and mentors MMT's Financial Capability and NILS officers</li> <li>● Supervises Whitegoods for Wellness project staff</li> <li>● Works alongside other MMT staff</li> <li>● May work alongside external consultants and contractors.</li> <li>● Works with an external steering group for the Whitegoods for Wellness Project</li> </ul>
<b>Special Work Requirements/Conditions</b>	<ul style="list-style-type: none"> <li>● Able to live away from home for periods in an isolated location.</li> <li>● Ability to share housing with colleagues and visiting service providers</li> <li>● Understand challenges of working in remote communities, including need to create own social connections and support networks</li> <li>● Willingness to drive 4WD alone long distances on poor roads and stay alone in temporary (sometimes rough) accommodation</li> <li>● Ability to identify accommodation and workspace options in outreach communities.</li> <li>● Unrestricted driver's license</li> <li>● Willingness to undergo a National Criminal Records History Check and relevant Working with Children Checks</li> <li>● Current APY Lands Entry Permit at all times</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>● Motivated to achieve best practice in preventative financial capability work</li> <li>● Grounded, with clear professional boundaries</li> <li>● Reflective practitioner open to ongoing learning</li> <li>● Reliable and highly organised</li> <li>● Flexible and resilient to adapt to challenges of working in remote communities, including: <ul style="list-style-type: none"> <li>▪ Handling unexpected developments and inconveniences</li> <li>▪ Cope with loneliness, create own social connections and support networks</li> <li>▪ Maintaining an appropriate level of vigilance for personal safety and health at work</li> <li>▪ Ability to cope with environmental challenges such as dust, dirt, travel distances, animals and children in offices</li> </ul> </li> <li>● Understanding of power dynamics working with Aboriginal communities and awareness of social, political and historical factors which impact on this</li> <li>● Empathetic, trauma informed approach to working with people with complex needs</li> <li>● Analytical, with keen observational skills</li> <li>● Calm, mature positive outlook and ability to motivate and inspire others, lead by example.</li> </ul>



	<ul style="list-style-type: none"> <li>● Develop appropriate case plans for clients to assist them with achievement of both short and long-term financial and other life goals</li> <li>● Collaboratively and pro-actively case manage clients with MMT staff and other professionals to assist clients to achieve goals</li> <li>● Undertake case management as relevant to clients engaged for the Whitegoods for Wellness Project</li> </ul> <p><b>Backfill</b></p> <ul style="list-style-type: none"> <li>● From time to time, assist with backfill in remote locations at Pukatja and Mimili.</li> </ul> <p><b>Other duties as required by the organisation</b></p>
<p><b>Key Performance Indicators</b></p>	<ol style="list-style-type: none"> <li>1. All staff positions filled in line with MMT’s strategic imperative for Indigenous staff and Anangu wherever possible; all staff supported and competent to undertake roles</li> <li>2. DSS and other contract KPIs are met and can be measured through high quality and consistent data recording</li> <li>3. Financial capability training and service materials up to date</li> <li>4. Whitegoods for Wellness Project deliverables achieved</li> </ol>
<p><b>Key Selection Criteria</b></p>	<ol style="list-style-type: none"> <li>1. Qualification and previous experience as a financial capability worker or financial counsellor, with experience in designing and delivering community education and development programs</li> <li>2. Experience leading, mentoring and motivating a small team to achieve high performance results. Experience managing Indigenous workers is highly desirable.</li> <li>3. Excellent project management, administration and organisational skills - ability to plan, implement and monitor own work and juggle competing priorities</li> <li>4. Excellent interpersonal and written skills. Perceptive and able to observe what might be going on for others.</li> <li>5. Ability to work both autonomously and within a team</li> <li>6. Willing to spend significant amounts of time in remote communities and experience working outside of an office context doing assertive outreach to clients including in their homes.</li> </ol>

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_