



Trainer/Mentor - Pawa Atunmankunytjaku

Alice Springs with significant travel to APY Lands, Yalata and Oak Valley

Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply for this role.

Full time fixed term contract role until 31 December 2022 with possibility of extension subject to funding.

Salary range of \$84,445-\$88,275 per annum (Level 5 SCHADS Award, inclusive of leave loading) depending on qualifications and experience plus salary sacrifice and 9.5% super.

- Seven weeks leave per year and generous salary packaging available.
- Relocation expenses reimbursed up to \$2000
- Remote travel allowance
- \$500 annual wellbeing payment (not cumulative) per annum

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) 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 Project - Pawa Atunmankunytjaku.

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 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 (Pawa Aṭunmankunytjaku) with the Department of Energy and Mining SA. 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'.

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 the community as the 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 colonising 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

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 need to have keen observational skills and sensitivity to discern what is going on for Anangu. This will ensure that positive relationships are developed which in turn will encourage engagement with us and our work.

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.

Pawa Aṭunmankunytjaku Project Overview

In April 2020 MoneyMob was chosen by the SA Government as the successful tenderer to deliver The Future Sustainability and Education project - a project to provide energy education and support to Anangu Communities in Yalata, Oak Valley and the APY Lands. These communities are currently not charged for electricity supply, and the SA government intends to introduce charging from July 2021.

The Remote Area Energy Supply (RAES) Team, within the SA Department of Energy and Mining, is the department with responsibility for implementing charging. Electricity will be supplied at a discounted rate, through one energy supplier. RAES is coordinating the installation of smart meters to all affected properties. One of the aims of the project is to reduce the demand on existing electricity generation infrastructure which is struggling to meet current community demand for supply. It is hoped a reduction would improve the reliability of power supply to communities, which currently experiences intermittent outages during peak usage periods. This will also prolong the life of the infrastructure, which in turn may free up resources to support the development of renewable energy sources in future.

RAES wishes Anangu to be supported throughout this process with high quality education about energy generation and supply, charging, usage, payment options and efficiency. The education is to be provided house to house in Yalata, Oak Valley and the APY Lands by Anangu Energy Education Workers who will be trained and supported by the Trainer/Mentors.

This is a high profile, high expectation project. The team will comprise the Project Manager, two Trainer/Mentors and a Project Support Officer. The two Trainer/Mentors will have primary responsibility for recruiting, supporting and retaining the Anangu Energy Education Workers.

MoneyMob's financial counselling and capability services will provide a secondary layer of support to the project, to assist people to manage payment within their budget and deal with any debt issues affecting them. The aim is that payment and debt issues will be identified wherever possible in the first instance by the Anangu Energy Education Workers, through their conversations in the communities. RAES also wishes to explore the possibility of a school-based energy education program

Position Objectives

- Recruit, support and retain Anangu Energy Education Workers
- Support Project Manager with organisation and delivery of community engagement events and activities
- Work closely with Uniting Communities to deliver training to Anangu Energy Education Workers
- Provide one on one and group support to team of Anangu Energy Education Workers
- Assist and support Anangu Energy Education Workers to deliver house to house education taking a hands on approach
- Collect and collate data from Energy Education Workers and enter into project database
- Work with Project Manager and project delivery team to ensure project targets and milestones are met

Appendix A: Position Description

Position Title	Trainer/Mentor - Pawa Aṯunmankunytjaku
Position type and location	Full time 38 hpw Fixed term contract until 31 December 2022, with the possibility of extension subject to funding. Based in Alice Springs with substantial remote travel into the APY Lands, Yalata and Oak Valley
Salary Range	\$84,445 - \$88,275 pa (inc leave loading) plus 9.5% superannuation Generous salary packaging, above award leave and travel allowances available.
Reporting and Working Relationships	This position: <ul style="list-style-type: none"> • Reports directly to the Project Manager – Pawa Aṯunmankunytjaku • Works closely with MoneyMob Pawa Aṯunmankunytjaku Project team, Financial Counselling and Capability team and other MoneyMob staff • Manages Anangu Energy Education Workers • Work with other local staff such as CDP Case Managers • Works with other government and not-for-profit stakeholders and community members
Special Work Requirements	<ul style="list-style-type: none"> • Extensive and independent four-wheel driving on remote roads • Ability and willingness to perform some vehicle maintenance and repair tasks such as cleaning vehicle, changing flat tyres, filling water when necessary • Substantial time away from home in temporary accommodation (hotels, visitors quarters) and sharing with others when necessary • National police records check and working with children check required to commence employment. • Have and maintain current APY Lands, Yalata, Oak Valley and/or other relevant remote community Entry Permit at all times • Full driver's licence and ability to drive manual car
Personal Attributes	<ul style="list-style-type: none"> • Able and willing to do assertive outreach to people's homes and take a very hands on approach • Highly organised, reliable, effective and energetic • Able to listen to and act upon advice and suggestions from Anangu re culturally competent approaches to work • Able to cope with working in remote communities and homes, including: <ul style="list-style-type: none"> ○ Coping with environmental challenges such as dust, dirt, animals, rodents inside buildings ○ Working in unfamiliar physical and cultural environment ○ Coping with meeting lots of new people and creating relationships ○ Maintaining an appropriate level of vigilance for personal safety and health at work ○ Dealing with unexpected events • Understands power dynamics working with Aboriginal communities and awareness of social, political and historical factors which impact on this. • Interact with people in an empathetic, non-judgmental manner

<p>Key Result Areas</p>	<p><u>Community Engagement</u></p> <ul style="list-style-type: none"> ● Assist Project Manager (PM) to seek out key leaders and elders in each community and discuss their views/concerns about the program ● Assist PM to organise wider community engagement activities such as community meetings/BBQs in each community ● Run information stalls to attract people to discuss impending rollout and seek feedback ● Assist PM to organise meetings with community stakeholders/organisations ● Undertake household and community stores surveys in each community to ascertain current energy usage and patterns, barriers to energy efficiency and existing knowledge ● Assist PM to collate and analyse survey results <p><u>Energy Education Worker (EEW) recruitment and training</u></p> <ul style="list-style-type: none"> ● Identify potential Anangu EEWs through community engagement activities in the APY Lands, Yalata and Oak Valley ● Work closely with Community Councils and leaders, CDP Case Managers, current MoneyMob staff and contacts and other community organisations to identify potential Anangu EEWs ● Directly approach Anangu with whom MoneyMob have worked with previously to recruit EEWs ● Prepare clear job descriptions and supporting documentation for employment candidates ● Ensure EEWs meet contract requirements for suitable personnel - e.g. with regard to criminal and working with children checks ● Ensure EEWs are provided with a thorough induction and associated training ● Work closely with Uniting Communities to deliver intensive training program for EEW. <p><u>EEW supervision and retention</u></p> <ul style="list-style-type: none"> ● Develop a work plan for EEWs to support project implementation and their own work ● Provide one on one support to build EEW's confidence in role. ● Support EEWs with visits to each household ● Organise and facilitate regular progress meetings with EEWs from each community to seek feedback and provide support ● Maintain communication with Uniting Communities to arrange ongoing training as required ● Maintain ongoing communication with EEWs after completion of Phase One to retain staff for delivery of Phase Two. ● Manage any performance issues in conjunction with HR and PM as required. <p><u>Project management, reporting and administration</u></p> <ul style="list-style-type: none"> ● Work with PM to ensure EEW staffing levels are appropriate for project delivery
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	<ul style="list-style-type: none"> ● Use project management software and ensure that information is current and kept up to date ● Collect and collate data from EEWs and update project database ● Work with PM to analyse data and relay findings back to EEWs ● Proactively report to PM and manage any risks arising to project from working with EEWs. ● Accurately complete timesheets, remote vehicle checks, travel and leave request forms ● Follow organisational policies and procedures
Key Performance Indicators	<ol style="list-style-type: none"> 1. Community engagement activities planned and delivered as per project community engagement schedule 2. Sufficient Anangu Energy Education Workers identified and recruited in the APY Lands, Yalata and Oak Valley 3. Initial and ongoing training for EEWs provided as per training schedule 4. Regular progress meetings scheduled and support provided to EEWs to develop their skills and allow them to succeed in role 5. Data collected and entered into project database in line with project reporting timelines 6. Engagement with EEWs maintained throughout entire project with at least 50% of EEWs retained for phase 2 delivery.
Selection Criteria	<ol style="list-style-type: none"> 1. Qualifications and/or demonstrated experience in education and training. Experience within the area of energy efficiency from a consumer perspective or a related area would be highly regarded. 2. Experience in leading and managing teams of casual staff to achieve outcomes 3. Ability to understand, empathise and engage with people within remote Aboriginal communities on low incomes who may be experiencing a range of complex issues. 4. Demonstrated understanding of how to engage using a range of learning styles 5. High level of written and oral communication skills 6. Demonstrated ability to balance flexibility, time and project management, collaborating with others to achieve project success <p>Highly Desirable</p> <ol style="list-style-type: none"> 7. Experience working with Aboriginal people – particularly in a remote setting

Name: _____

Signature: _____

Date: _____