

## **Human Resources Officer**

**Alice Springs with periodic travel to APY Lands**

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

- **Salary Range \$64,005 to \$68,621 per annum (inc. leave loading) plus super and remote salary sacrifice options. Level 3-4 SCHADS Award. Salary level depends on qualifications 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 apply**
- **Contract to [date].**

### **About the Job**

This newly created position will bring HR services in-house to support MMT's recent growth to its current team of approx. 20 staff. Additional growth is expected over the next 5 years as our programs expand into new areas.

The Human Resources Advisor will support team performance and a positive and productive culture by working with managers, employees and, as appropriate, volunteers, to co-ordinate and administer various aspects of the employee 'life cycle'.

The Human Resources Advisor will review existing and develop new HR related systems and processes that are fit for purpose for an organisation of this size and complexity; and deliver services and support in regards to HR matters internally. While external expertise will be available for complex issues and advice, you will need sufficient capability to operate independently for the majority of HR matters.

Your responsibilities will include co-ordinating end to end recruitment, induction and HR and WHS administration; managing induction and compliance training; and promoting excellent performance through simple, effective performance monitoring and feedback processes.

You will be an active participant in a positive workplace culture and a driver of internal and external communications and publications; as well as monitoring compliance to legislative and other requirements.

This is a great opportunity for an early to mid-career HR person with an interest in community services.



## About MoneyMob Talkabout

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](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 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 assertive outreach when safe and necessary. 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 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 may require adaptation of this role for the duration of any COVID-19-related restrictions. As a result, the successful candidate may be required to work remotely from home, 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 be required to work reduced hours. Flexibility and cooperation between MoneyMob Talkabout and the successful candidate will be required during any such period.

## Appendix A: Position Description

<b>Position Title</b>	HUMAN RESOURCES ADVISOR
<b>Position type and location</b>	Full time (38 hrs per week) ongoing Based in Alice Springs with Substantial Remote Travel
<b>Salary and Conditions</b>	\$64k - \$68k pa base salary (includes leave loading) plus superannuation and 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
<b>Reporting and Working Relationships</b>	This position: <ul style="list-style-type: none"> <li>• Reports directly to the Corporate Services Manager</li> <li>• Works with other MMT colleagues</li> <li>• May work alongside external consultants, contractors and volunteers.</li> <li>• Works collaboratively with co-located and community-based services</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Able to motivate and inspire staff to high levels of performance and impact for clients.</li> <li>• Resilient, calm - able to cope with consistent pressure and volume of workload</li> <li>• Emotionally intelligent - aware of own behaviour and impact on others.</li> <li>• Able to balance the needs of the organisation and staff, and to recognise patterns of behaviour generated by the impacts of trauma on staff and clients.</li> <li>• Possess effective personal strategies to cope with the challenges of remote intercultural work including: <ul style="list-style-type: none"> <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, animals and children in offices</li> <li>▪ Take responsibility for personal health and wellbeing</li> <li>▪ Apply trauma informed perspective to staff supervision and development of client services</li> </ul> </li> <li>• Understanding of power dynamics impacting Aboriginal communities and awareness of social, political and historical factors which impact on them.</li> </ul> <p>Empathetic, non-judgmental in dealings with people with complex needs</p>
<b>Key Responsibilities</b>	<ol style="list-style-type: none"> <li>1. <b>Administer the employee ‘lifecycle’</b> – recruitment, induction, record keeping, injury management, work health and safety and end of employment</li> <li>2. <b>Support effective performance</b> by co-ordinating training, performance monitoring and feedback processes</li> <li>3. Maintain organisational <b>policies and compliance</b></li> <li>4. Monitor and support <b>organisational culture</b> through surveys, social club and newsletter assistance</li> <li>5. <b>Other general administration</b> and support as required.</li> </ol>

<p><b>Key Tasks</b></p>	<p>1. <b>Administer the employee ‘lifecycle’</b> – recruitment, induction, record keeping, injury management, work health and safety, and end of employment</p> <p><b>a) Recruitment</b></p> <p>Co-ordinate the end to end recruitment of new employees, in liaison with relevant managers, including:</p> <ul style="list-style-type: none"> <li>○ Drafting position descriptions and advertisements</li> <li>○ Placement and management of advertising and other candidate attraction strategies</li> <li>○ Co-ordinating and administering assessment processes such as: <ul style="list-style-type: none"> <li>● Preparing interview guides and other assessment materials</li> <li>● Co-ordinating interviews</li> <li>● Assisting decision-making; documentation and summarising of assessment activities</li> <li>● Reference checking</li> </ul> </li> <li>○ Candidate care – responding to enquiries, acknowledging applications, co-ordinating interviews and advising outcomes.</li> </ul> <p><b>b) Employee Induction</b></p> <p>Support managers and new employees to ensure a positive commencement experience, including administration and co-ordination of documents and preparation for new employee commencement:</p> <ul style="list-style-type: none"> <li>○ Prepare letters of appointment and associated document pack</li> <li>○ Support new employees with timely completion of pre-employment documents, checks and clearances such as <ul style="list-style-type: none"> <li>● Bank account, taxation and superannuation forms</li> <li>● police and working with children checks</li> <li>● Aboriginal Community Entry Permit applications</li> <li>● Copies of licenses and qualifications</li> <li>● Visa/passport documentation</li> </ul> </li> <li>○ Support new employees and provide assistance with advice, information and logistics around relocation</li> <li>○ Prepare physical and team arrangements for new arrivals such as workstations, equipment and resources, access to IT systems and other practical preparations</li> <li>○ Communicate new employee details as needed for inclusion phone lists, website etc</li> </ul> <p><b>c) HR support</b></p> <ul style="list-style-type: none"> <li>○ Act as the first point of enquiry for current staff and applicants for employment for all matters associated with recruitment and employment at MMT</li> <li>○ Support managers in providing relevant information and advice including about legislation, policies and procedures</li> <li>○ Manage the central HR email and communications in a timely manner</li> <li>○ Maintain staff files with documentation and records associated with their employment and training at MMT throughout the employment lifecycle</li> <li>○ Assist with staff travel and allowances</li> <li>○ Assist management with administration associated with injury management and work health and safety matters</li> </ul> <p><b>d) End of Employment</b></p> <p>When an employee is departing from MMT, co-ordinate administration</p>
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	<p>associated with their departure, such as:</p> <ul style="list-style-type: none"> <li>○ Arrange acknowledgement of resignation/end of employment correspondence and create exit checklists</li> <li>○ Liaise with relevant managers and staff to ensure exit checklist items are completed</li> <li>○ Arrange termination payments and close payroll files</li> <li>○ Arrange termination of access to IT systems and notification to external agencies</li> <li>○ Forward documents to former staff as required (e.g. payment summaries)</li> <li>○ Close and archive staff files</li> <li>○ Co-ordinate updating of records such as phone lists, website etc.</li> </ul>
	<p><b>2. Support effective performance</b> by co-ordinating training, performance monitoring and feedback processes</p> <p><b>a) Training</b></p> <ul style="list-style-type: none"> <li>○ Co-ordinate and schedule induction and compliance training for new employees.</li> <li>○ Where required liaise with the relevant manager to co-ordinate other aspects of new employee induction</li> <li>○ Schedule and co-ordinate training and annual refreshers for all staff on compliance matters such as <ul style="list-style-type: none"> <li>● work health and safety (manual handling, risk assessment etc)</li> <li>● Critical incident training such as bomb threat, de-escalation, fire drills</li> <li>● anti bullying and discrimination training</li> <li>● outsourced training such as 4WD and first aid</li> <li>● policy and procedure updates and refreshers</li> </ul> </li> <li>○ Assist with other training and professional development activities as required</li> <li>○ Manage training administration and record keeping such as an annual calendar of compliance training, maintain training records, maintain and update internal training procedures and online learning software.</li> </ul> <p><b>b) Performance processes</b></p> <ul style="list-style-type: none"> <li>○ Co-ordinate performance monitoring and feedback processes including: <ul style="list-style-type: none"> <li>● Provide appropriate processes and documentation to support performance conversations</li> <li>● Advise managers of pending end of trials and probation periods; and when regular performance meetings are due</li> <li>● Provide training to managers and employees around performance processes as needed</li> </ul> </li> <li>○ Research and advise on options to address performance related issues and problems</li> <li>○ Maintain records</li> </ul>
	<p><b>3. Maintain organisational policies and compliance</b></p> <p><b>a) Monitor compliance requirements</b></p> <ul style="list-style-type: none"> <li>○ Monitor and advise management of legislative or other changes relating to HR compliance and training which may affect the organization; and/or require changes to policy or procedures</li> </ul> <p><b>b) Maintain policy currency</b></p>

	<ul style="list-style-type: none"> <li>○ Assist with coordinating the development, maintenance and review of organizational policy in conjunction with Managing Director and the Board</li> <li>○ Co-ordinate consultation with staff where policy changes are required</li> <li>○ Ensure that policy and other documents on the intranet are current</li> </ul> <p><b>c) Work Health and Safety</b></p> <ul style="list-style-type: none"> <li>○ Schedule and co-ordinate Work health and safety inspections in Alice Springs and remote office locations</li> <li>○ Coordinate annual review of organizational risk register with senior management team and update with new information.</li> <li>○ Assist management team with any follow up required from review of risk register and communicate results with all staff.</li> <li>○ Ensure other WH&amp;S related forms and tasks are completed and recorded</li> <li>○ Ensure required training is completed on time and records are maintained</li> <li>○ Provide administrative support to Corporate Services Manager in relation to workers compensation claims, injury management and work health and safety.</li> </ul>
	<p>4. Monitor and support <b>organisational culture</b> and communications through surveys, social club and publications</p> <p><b>a) Staff surveys</b></p> <ul style="list-style-type: none"> <li>○ Coordinate annual staff satisfaction surveys and assist the management team with implementation of follow up actions.</li> </ul> <p><b>b) Social Club</b></p> <ul style="list-style-type: none"> <li>○ Assist the Social Club Committee with tasks such as: <ul style="list-style-type: none"> <li>● establishing a schedule for staff social club meetings</li> <li>● Advising staff of meetings</li> <li>● organising meeting room or zoom links etc, taking minutes if required</li> <li>● Co-ordinating (but not leading) the meetings</li> <li>● Setting up a process for staff salary deductions for social club activities</li> </ul> </li> </ul> <p><b>c) Events</b></p> <ul style="list-style-type: none"> <li>○ Work with management to organize the annual MMT end of year function within available budget from management and staff social club</li> </ul> <p><b>d) Publications and communications</b></p> <ul style="list-style-type: none"> <li>○ Take photos and videos of staff for website, social and print media to promote recruitment, working at MMT and to assist with other corporate publications</li> <li>○ Coordinate production of annual report: <ul style="list-style-type: none"> <li>● Collate content needed from MD &amp; other relevant staff</li> <li>● Source quotes and oversee production of document with contractor</li> </ul> </li> <li>○ Coordinate production and distribution of newsletters, including maintenance of subscriber lists and photo consent forms.</li> </ul>
	<p>5. <b>Other general administration</b> and support as required.</p>

<b>Key Performance Indicators</b>	<ol style="list-style-type: none"> <li>1. All aspects of employee commencement and departure managed in timely fashion</li> <li>2. Pro-active approach taken to Aboriginal employment and increasing the number of Aboriginal staff we employ</li> <li>3. Most current version of PD available on Google Drive, old versions archived</li> <li>4. New employees report &gt; 80% satisfaction with support provided during relocation and induction</li> <li>5. Managers report they are satisfied with employees knowledge of organizational policy and procedure</li> <li>6. Register of training and police and other checks/permits required up to date at all times</li> <li>7. Probation and performance deadlines scheduled in calendar and advance notice reminders given to managers/supervisors</li> <li>8. Mandatory WHS and HR policy and procedure refresher training scheduled and conducted annually</li> <li>9. Alice Springs, APY Lands and outreach office WHS inspections undertaken twice annually.</li> <li>10. Annual risk review undertaken and results communicated with management</li> <li>11. Current knowledge of HR/WHS legislative requirements maintained and managers provided with up-to-date information</li> <li>12. Annual staff satisfaction survey undertaken</li> <li>13. Quarterly newsletter produced and distributed by end of each quarter</li> <li>14. Annual report content collated and draft ready for management review by December each year.</li> </ol>
<b>Special Work Requirements</b>	<ul style="list-style-type: none"> <li>● Ability to share remote housing with colleagues and other service providers</li> <li>● 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</li> <li>● Unrestricted driver's license and able to drive a manual vehicle</li> <li>● Ability to obtain and maintain Working With Children and relevant criminal history checks</li> <li>● Current APY Lands Entry Permit at all times</li> </ul>



<b>Selection Criteria</b>	<ol style="list-style-type: none"> <li>1. Demonstrated ability to establish and maintain HR functions for a small business that is in a growth stage (relating to recruitment, induction, training &amp; development, WH&amp;S, end of employment, timesheets and salary administration etc.)</li> <li>2. Working knowledge and understanding of the legislative and compliance context for HR including awards, work health and safety and other compliance requirements.</li> <li>3. Sound judgement, problem solving, confidentiality and communication skills appropriate to the needs of the role and the organisation</li> <li>4. Independent and organised, able to prioritise and time -manage; and know when to seek guidance.</li> <li>5. Technology-capable and adept at using cloud-based technology platforms - Gmail; Google Docs; Google Chat/Skype; and software</li> </ol> <p>The required capabilities are likely to have been acquired via:</p> <ul style="list-style-type: none"> <li>● At least two-five years' experience in delivering human resources and training services, ideally in a not for profit, community services or SME context</li> <li>● Relevant tertiary level qualification such as Human Resources, Business, Learning and Development or similar</li> </ul>
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Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_