



PROJECT SUPPORT OFFICER - FINANCIAL WELLBEING TEAM

Alice Springs with occasional travel to APY Lands

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

Permanent Part-Time 60 hrs f/n.

SCHADS award level 3 plus remote salary sacrifice options and 10.5% super

- Six weeks leave per year (pro rata)
- Additional five days mandated leave (mini-breaks, not cumulative)
- Attractive remote salary sacrifice options
- \$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 Pukatja (Ernabella) 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
- Mimili Family Wellbeing Centre Coordination
- Pawa Atunmankunytjaku Project.
- Small Business Mentoring

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 Commonwealth, State Government and not-for-profit sources.

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, from 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.

MoneyMob is one of the agencies that helped spearhead the campaign that resulted in 2021 in the second largest corporate penalty in the history of Australian consumer law for conduct by a private organisation against disadvantaged people. In May 2021, MoneyMob's Managing Director Carolyn Cartwright was awarded the Financial Counselling Australia Chair's Special Recognition Award for Outstanding Contribution to Financial Counselling.

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.

Key Philosophies

❖ Indigenous Employment

MoneyMob Talkabout prioritises Indigenous and Anangu Employment when possible. Our task is one of continuous learning in how we can improve support to our Indigenous workforce.

❖ Walking Beside People

Our philosophy is to "do with, not for" - whether this be with clients or colleagues, and even when it is slower than doing something ourselves. Our task is to help people draw on their personal strengths and knowledge in order to achieve their financial and social wellbeing goals.

❖ Two Way Learning

We also emphasise two-way learning, where our staff (are expected to) learn as much from Anangu as Anangu learn from us. All non-local staff are expected to make efforts to acquire local language skills.

❖ Colonization and Power

Our non-Indigenous staff are expected to maintain a critical awareness of our position of power with relation to Indigenous peoples. We come from the dominant colonizing western culture, which positions itself as "the norm" and historically devalues other perspectives. In our work, we are inviting Anangu to consider cultural ideas and practices that are still a relatively new – and in some cases unwelcome - overlay on Aboriginal culture. Particularly as regards to money.

❖ **Interpersonal and intra-community power relations**

There are also various power imbalances within the communities themselves - including those of age, ability, and gender. We need to be alert to these when working with clients to ensure that we are not unwittingly making a situation worse. We should be careful about making assumptions that these are cultural differences.

Position 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 a minimum of 450 kms away in Alice Springs. The resident population is estimated to be 2,500 people spread across a number of small 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.

Aboriginal people (especially in Central Australia) have a short history with money, having not been recognised as citizens of Australia until 1967. Since colonization 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 lack access to basic financial services such as banking. Low levels of educational attainment in the western system result in poor functional and financial literacy and numeracy. Ongoing racism, intergenerational and contemporary trauma have significantly impacted the social and economic wellbeing of communities. Despite this Anangu continue to survive, celebrate and practice language and culture.

Position Objectives

The Project Support Officer Financial Wellbeing is responsible for providing proactive and efficient administrative and logistic support to the Financial Wellbeing team of financial counsellors and financial capability workers to maximise the smooth functioning of the team. This role will provide support in relation to the following areas:

- Accommodation bookings
- Vehicle and equipment maintenance and servicing
- Stakeholder communications
- Engagement with clients and management of intake and waiting list processes
- IT equipment
- Assist with commencement, induction and support of casual staff

Appendix A: Position Description

Position Title	Project Support Officer Financial Wellbeing
Position type and location	Permanent part time 30 hours per week Based in Alice Springs with possible occasional travel into the APY Lands as based on business needs.
Salary	Level 3 SCHADS award plus 10.5% superannuation Generous remote salary packaging options Six weeks annual leave (pro rata) Five days additional mandated breaks (not cumulative) Annual wellbeing payment of \$500 (taxable, not cumulative)
Reporting and Working Relationships	This position: <ul style="list-style-type: none"> • Reports directly to the Financial Wellbeing Team Leader • Works closely with colleagues from the Financial Wellbeing Team • Works collaboratively with other MoneyMob staff • Works in a trauma-informed, culturally safe way with Anangu and other First Nations clients and stakeholders
Special Work Requirements	<ul style="list-style-type: none"> • National police records check, vulnerable persons and working with children check required to commence employment. • Unrestricted driver's license.
Personal Attributes	<ul style="list-style-type: none"> • Pitjantjatjara/Yankunytjatjara speaker highly desirable • Aligns with MoneyMob's values, philosophies and codes of conduct • Highly organised, self motivated, reliable • Accountable for own performance • Values learning and development • Understands or is willing and interested to learn about social, political, economic and historical factors which impact First Nations communities and the power dynamics within communities. • Flexible, positive and calm - able to adapt to unexpected challenges and hurdles
Key Responsibilities	<p>Make/cancel accommodation bookings in relation to the team's regular travel</p> <ul style="list-style-type: none"> • Contact accommodation providers to locate available accommodation for team in each community for approved travel • Ensure all financial wellbeing team members and guests or volunteers travelling with them are booked into appropriate accommodation • Ensure accommodation is confirmed and invoices sent for processing • Amend or cancel bookings in a timely fashion if team travel requirements change • Ensure the team is fully briefed on requirements of particular accommodation providers - e.g. need to bring their own linen, where to pick up keys etc, contact names and phone numbers etc. <p>Ensure vehicles are properly maintained, serviced according to schedule and provisioned with all necessary safety and communication equipment.</p> <ul style="list-style-type: none"> • Under directions from the Corporate Services Manager, record vehicle allocation to staff and communicate with the team about which

	<p>vehicles are to be used.</p> <ul style="list-style-type: none"> ● Receive, review, record and file staff vehicle checks once actioned ● Inform the Financial Wellbeing Team Leader and Corporate Services Manager of any replacement items that staff vehicle checks indicate are needed. ● Under direction from the Corporate Services Manager, replace any vehicle safety or communication items which have been damaged or lost ● Ensure vehicles are booked in for regular servicing according to the schedule provided by the Corporate Services Manager ● Drop off and pick up vehicles for servicing and other maintenance ● Ensure the Financial Wellbeing Team Leader and Corporate Services Manager are advised of any damage to vehicles ● Ensure staff clean and wash vehicles as soon as possible on return to Alice Springs Office after travel. Advise team leader of non-compliance. <p>Ensure the team has access to functioning IT equipment and software</p> <ul style="list-style-type: none"> ● Under direction, order and set up new or decommission old computers, iPads, iPhones, printers and scanners for team ● Ensure equipment malfunctions are reported to team leader and Corporate Services Manager and addressed in a timely fashion ● Ensure needed stationery orders such as paper, printer cartridges are communicated to the Admin Officer for purchase in a timely fashion <p>Ensure the team mailing list is regularly maintained with accurate email addresses and that notices of team visits are sent a week in advance to external stakeholders</p> <ul style="list-style-type: none"> ● Prepare and send notice of staff scheduled visits to all APY stakeholders no later than one week in advance of visits. ● Ensure notice contains photos of relevant staff, details of dates and locations where they will be working ● Add any new stakeholder contacts to the mailing list ● Remove/update old or inaccurate stakeholder contacts <p>Assist with commencement, induction and support of casual Anangu financial wellbeing staff</p> <ul style="list-style-type: none"> ● In collaboration with HR, Provide Community Educator/Mentors with commencement paperwork for new Anangu staff ● Assist HR with processing paperwork as needed ● Support Anangu staff with queries about payroll, timesheets as required. <p>Take phone calls and pass on accurate messages to the team</p> <ul style="list-style-type: none"> ● Ensure the phone is answered within 3 rings ● Record accurate messages from clients and stakeholders and pass on to relevant team members <u>by email</u> <p>Manage client intake and waiting list process</p> <ul style="list-style-type: none"> ● Check the MoneyMob referrals email daily for new incoming referrals ● Acknowledge receipt of referrals by return email and add clients to the waiting list if they are not already allocated a case worker. For clients who have an existing caseworker, create a new task in task ray and
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	<p>allocate it to the existing case worker for follow up.</p> <ul style="list-style-type: none"> ● Once a month, ring clients on the waiting list for the Financial Wellbeing Team to check if they still require assistance ● Remove clients who no longer need assistance from the waiting list ● Record the outcome of all discussions with clients in case notes - e.g. "client removed from waiting list"; "client wishes to remain on waitlist"; "client has indicated they need help with another issue" ● Add clients not currently allocated a case manager to the waitlist if they ring wanting assistance ● Complete intake form for clients who have not previously accessed the service and add new client record to database <p>Assist clients to access necessary Alice Springs based services on request and record notes of client interactions in the client database</p> <ul style="list-style-type: none"> ● Under direction from team leader or relevant onsite manager, use MMT vehicles to transport clients to Foodbank or other needed services. This should only be for clients who lack their own transport options or who are deemed to be vulnerable. <p>Under supervision from management, coordinate, prepare and distribute a high quality, quarterly newsletter and post Facebook/website updates that feature the Financial Wellbeing team's work and information that is relevant to external stakeholders and clients</p> <ul style="list-style-type: none"> ● Prompt Financial Wellbeing staff for good news stories and relevant issues to feature in Newsletter ● Ensure photo/media permissions are obtained and filed from clients who feature in stories ● Compile draft newsletter in CANVA or Mailchimp for review and distribution on a quarterly basis. ● Once newsletter approved by Managing Director, distribute to all stakeholders via Mail Chimp and update MMT website with same ● Under direction, post regular items on MMT Facebook page <p>Under direction, order and collect trip supplies from Foodbank</p> <ul style="list-style-type: none"> ● Assist Financial Wellbeing team by placing orders with Foodbank as directed and collecting items prior to the team's trip. <p>Provide administration support and relief reception</p> <ul style="list-style-type: none"> ● Under direction, assist with arranging meetings, agendas, taking minutes or other meeting related tasks ● Provide coverage for front reception during lunch hours or periods of absence where reception cover is needed. ● Ensure clients are greeted warmly and provided with a cup of tea or coffee on arrival. ● Show clients through to toilets if necessary, and then escort back to reception ● Ensure clients are not let into or calling out for people in the main office <p><u>Other duties as required</u></p>
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Key Performance Indicators	<ul style="list-style-type: none"> • MMT Referral Inbox checked on a daily basis and referrals actioned accordingly. • Trip notifications sent to all stakeholders no later than one week before team travel • Stakeholder contact list is maintained and updated at all times • Accommodation bookings and cancellations for the team are made accurately and promptly. • Vehicles are booked and serviced according to maintenance schedule and staff report all necessary safety and communication equipment is consistently present and working • Staff report computers and other equipment is properly functioning and needed stationery is available • Client interactions are accurately and consistently logged on database • Relief reception coverage provided as required • Quarterly newsletter prepared and distributed on time and to a high written and visual standard • Clients provide positive feedback about their interactions with the Project Support Officer role
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Selection Criteria	<ul style="list-style-type: none"> • Must have an unrestricted drivers' license • Certificate III in Community Services or equivalent qualification • Demonstrated ability to provide high quality administrative and logistic support to a team • Experience working with individuals and communities with complex needs - First Nations/remote community experience and knowledge of trauma informed practice will be highly regarded • Demonstrated ability to prioritise workload and adapt to changing needs of team and clients • Proficient in using or ability to quickly learn a variety of IT platforms and hardware such as Gmail, Google Drive, Salesforce, Canva, Mailchimp, Apple Macs & iPads, social media.
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Name: Carolyn Cartwright
Date: 30.8.2022

Signature: