



Community Services Manager

Aboriginal Identified Position

12 month contract, with the possibility of extension subject to budget.

For further information, please call Carolyn Cartwright, Managing Director on (08) 8953 2410.

The position of Client Services Manager will only be open to Aboriginal or Torres Strait Islander applicants.

The filling of this position is intended to constitute a special/equal opportunity measure under section 8(1) of the [Racial Discrimination Act 1975](#) (Cth), s 65 of the Equal Opportunity Act 1984 (SA) and s 57 of the *Anti-Discrimination Act 1996* (NT).

SCHADS Award Level 7, Salary Packaging and 9.5% Superannuation.

This position requires extensive remote travel and time away from home

Organisation Profile

MoneyMob Talkabout is a not-for-profit organisation providing financial capability and counselling and no-interest loans programs in the APY Lands and Oodnadatta in northern South Australia. We have three offices in the communities of Ernabella (Pukatja), Amata and Kanpi. Our financial capability services include Service SA, Centrelink agency and community financial education. We have two sites where we employ Community Council Administration Worker also. See our website www.moneymob.org.au for more details.

The team consists of 9 operational staff and a manager. Four of our staff are APY Lands-based.

Vision and Philosophy

Our vision, developed together with our local staff, is for a future where Anangu are knowledgeable (ninti) with their money – and their families, communities and organisations are strong.

The MoneyMob Talkabout program takes a strong community development approach. 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 recognize people's diverse strengths and inherent dignity as human beings. We also emphasize 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.

It is important that our non-local staff maintain a critical awareness of their power with relation to Aboriginal communities. We come from the dominant colonising culture, and we are bringing cultural ideas and practices that are still a relatively new – and in some cases contested - 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.

MoneyMob Talkabout Program History & Overview

MoneyMob Talkabout receives funding from the Department of Social Services (Commonwealth), the

Department of Communities and Social Inclusion (SA), the Department of Planning, Transport and Infrastructure (SA) and the Department of Human Services (Commonwealth).

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.

MoneyMob is an extremely busy service, with over 1,200 individual clients and around 50% of these accessing our assistance in a six-month period. We work in a high-pressure, high volume and very unpredictable environment where clients can sometimes be angry or aggressive for a variety of reasons.

The vast majority of our clients are in significant financial stress and have very low levels of general and financial literacy and numeracy. Cultural and social norms have a significant influence on their financial position. They experience a range of complex problems including racism, poverty, drug and alcohol use, domestic violence, gambling, chronic health conditions and overcrowded housing. They are frequently taken advantage of by predatory financial operators. Our clients require assistance with a wide range of matters ranging from undertaking basic banking to complex debt advocacy.

MoneyMob recruits and trains local staff wherever possible. Less experienced staff complete to the extent possible initial client intake and support and then escalate more complex advocacy or case management work to more experienced staff. In turn, experienced staff are expected to collaboratively case manage clients with colleagues to provide intensive and holistic support – for example by utilizing them to provide client education, budgeting, or utilising their cultural knowledge to understand and assist clients with their financial difficulties.

Location

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 recognized as having high levels of socio-economic disadvantage.

Community members are collectively known as Anangu, and may have family links into the Ngaanyatjatjara Lands in Western Australia, the Northern Territory 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.

We also work in Oodnadatta, a small community of predominantly Yankunytjatjara families 700kms from Alice Springs.

Position Objective

The objectives of this position are to:

- Understand and develop ways to respond effectively to community preferences regarding financial capability education
- Increase Aboriginal led community education
- Increase Aboriginal employment
- Provide quality supervision, support and training opportunities for MMT's financial capability staff
- Assist MoneyMob Talkabout to move further towards being a service that is Aboriginal run and led.

Appendix A: Position Description

Position Title	<p>Community Services Manager Aboriginal Identified Position</p> <p>The filling of this position is intended to constitute a special/equal opportunity measure under section 8(1) of the Racial Discrimination Act 1975 (Cth), s 65 of the Equal Opportunity Act 1984 (SA) and s 57 of the <i>Anti-Discrimination Act 1996</i> (NT).</p>
Position type and location	<ul style="list-style-type: none"> • This position can be undertaken from Alice Springs, or by someone who resides in Oodnadatta or the APY Lands. • In Alice Springs, the incumbent will have access to a shared vehicle. • If the incumbent lives in the APY Lands or Oodnadatta, a vehicle allowance would be offered for use of personal vehicle. • Housing is not provided with this position, but accommodation costs when travelling away from home would be covered.
Salary Range	<p>Social Community Home and Disability Services Award Level 7. Base salary of \$83,377 to \$86,885 salary packaging available Salary dependent on qualifications and experience - Relocation allowance 9.5% superannuation</p>
Reporting and Working Relationships	<p>This position:</p> <ul style="list-style-type: none"> • Reports directly to Managing Director • Supervises Community Administration Support/Centrelink Agency Staff, Loans and Phones project and NILS Officer. • May supervise or work with contractors/consultants • Works with other MMT colleagues • Works with community residents and other service providers
Special Work Requirements	<ul style="list-style-type: none"> • Extensive remote travel • Ability to drive manual 4WD • Stay and work confidently and independently in remote communities • Complete financial literacy education skillset (part of Certificate III in Community Services) if not already held • Must undergo national criminal history check

Personal Attributes	<ul style="list-style-type: none"> Existing manager who is interested in further developing as a senior manager/CEO Passionate about helping Aboriginal people find ways to combat poverty and financial disadvantage/exploitation Able to strike a balance between support for and performance management of staff, so that organisational KPIs and policies are met. Highly organised, efficient and reliable Flexibility and resilience to adapt to challenges of working in remote communities, 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 at work Ability to cope with environmental challenges such as dust, dirt, animals and children in offices Mature positive and constructive
Key Tasks	<p>Community Education</p> <ul style="list-style-type: none"> Undertake a thorough consultation with APY & Oodnadatta Communities to understand and document their needs and preferences for learning about financial capability, how, when and where they would like education delivered Work with existing and or develop new education content/delivery methods to respond to community education needs Oversee delivery of education programs to Communities by employing a pool of Anangu who can become facilitators in their own communities. <p>Financial Capability Staff Supervision, Training and Support</p> <ul style="list-style-type: none"> Ensure contract KPIs and reporting for our Centrelink Agency, Service SA, Community Administration Support, NILS and DSS (community education component) are met. Provide regular support and supervision to MMT's financial capability staff, including supporting induction, training, professional development and undertaking weekly supervision/performance discussions Ensure financial capability staff develop the skills and confidence needed to independently perform their roles Ensure financial capability staff are linked in to appropriate training and professional development courses either internally or with external providers Provide pastoral support to Aboriginal staff to assist them in developing work readiness skills and dealing with personal and professional challenges, so that they can successfully retain employment Manage special projects and events from time to time <p>Organisational Development and Management</p> <ul style="list-style-type: none"> Provide advice to MMT Management about how we can improve our policies, processes and approach to be culturally competent, better support Aboriginal staff and work more effectively with communities. Undertake mentoring to develop skills in organisational leadership and management Provide backfill for the Managing Director when requested, and

	oversee the entire staff team.
Performance Indicators	<ol style="list-style-type: none"> 1. Report produced documenting findings about community preferences/needs for financial capability education - report to include suggested responses 2. Relevant educational content identified/developed 3. Pool of staff recruited and trained to provide community education 4. Weekly supervision meetings held with all direct reports 5. Financial capability staff KPIs and training plans developed and met 6. Weekly meetings with Managing Director and KPI reporting completed 7. Undertake professional development identified in conjunction with Managing Director 8. Contribute to organisational strategy and effectiveness

Selection Criteria	<ul style="list-style-type: none"> • Must be an Indigenous Australian • Demonstrated experience in managing and motivating staff, particularly in community sector and/or Aboriginal organisations • Qualifications/experience in education/training, community development, financial counselling/capability or similar • Knowledge of financial capability sector or ability to quickly acquire • Excellent time management and organisational skills • Excellent verbal and written communication skills; experience in report writing or research would be highly regarded • Great relationship management skills
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