



Intake and Administration Officer - Permanent, Part time

Suitably qualified Aboriginal and Torres Strait Islander people are strongly encouraged to apply
Four weeks annual leave pro rata. This position is based in Alice Springs

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 current programs and services include:

- Financial wellbeing (including counselling, advocacy, education and no-interest loans)
- Mimili Family Wellbeing Centre Coordination
- Pukatja Community Office
- Future Sustainability Energy Efficiency Education Program.
- Small business mentoring

Please see our website for further details www.moneymob.org.au.

MoneyMob is committed to Indigenous employment and a culturally safe 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.

❖ **Inter-personal 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.

Social 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 minim 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 Objective

The Intake and Administration Officer will be based in our Alice Springs Office. The role is the first point of contact for clients and visitors, and is vital in conveying that MoneyMob is a welcoming, culturally safe and trauma-informed organization.

Aboriginal communities are widely understood to experience high levels of trauma and require trauma informed approaches from staff and organizations in response. Trauma-informed approaches recognise that the clients with whom we are in relationship must experience us as “safe” and caring on both a physiological and psychological level. We communicate this through our expressions, tone, consistency in working with the client and being sensitive to how they are at any given time. We ensure that the client has appropriate - not overwhelming - opportunities for control in their own life, by setting goals and working on tasks in small chunks that are matched to the client’s ability to undertake them. Whilst maintaining our own safety, we bring an awareness that angry, upset or inappropriate responses from clients might be the result of trauma they have experienced, rather than treating them as “poor/bad behaviour”.

The Intake and Administration officer role is a critical support for all MMT staff, through ensuring key systems and equipment are functioning smoothly and effectively.

The objectives of the role are to:

- support the whole organization by delivering high quality and efficient administrative and logistics support
- meeting clients and visitors at reception with genuine warmth and understanding
- undertake initial assessment and intake of clients in order to allocate them to relevant program streams or make limited external referrals for further support.



Appendix A: Position Description

Position Title	Intake and Administration Officer
Position type and location	Permanent, Part Time 32.5 hours per week Located in Alice Springs
Salary Range	SCHADS Award level 3, \$65,603
Reporting and Working Relationships	This position: <ul style="list-style-type: none"> • Reports directly to the Corporate Services Manager • Works with and supports MoneyMob staff and volunteers
Special Work Requirements	<ul style="list-style-type: none"> • National police records check • Working with Children and vulnerable persons check Fully vaccinated with two doses of the COVID-19 vaccine • Driver's license
Personal Attributes	<ul style="list-style-type: none"> • Genuinely friendly, warm and non-judgmental • Reliable and punctual • Highly organised • Motivated and able to take initiative • Willingness to listen and learn • Understanding, patience and a willingness to build capacity in others • Flexible and robust. Able to adapt to challenges including: <ul style="list-style-type: none"> ▪ Changing plans to accommodate unexpected events ▪ Talking to client who may be stressed and in a crisis ▪ Liaising calmly with staff who are coping with environmental challenges and demands of their work
Key Responsibilities	<ul style="list-style-type: none"> • Provide effective and timely management of reception and waiting rooms areas. Answer phones, emails and greet visitors in a warm, professional manner. Maintain COVID protocols applicable to the Alice Springs office. • Greet clients visiting our service, conduct intake assessment, provide support interacting with different agencies and/or complete referrals • Following appropriate delegations, provide finance administration support of account receivable and payable, assist with end of month processes as required • Support management and staff with planning, logistics and program resourcing by facilitating purchasing, bookings, travel plans, maintenance and vehicle servicing. • Proactively maintain resource and office appearance by implementing cleaning rosters, ordering stationery, provide basic IT support and assistant the management team where needed

<p>Key Tasks</p>	<p><u>Reception</u></p> <ol style="list-style-type: none"> 1. Manage office reception as the first point of contact for clients, visitors and contractors. Ensure a professional, welcoming and accepting environment for people who engage with MoneyMob 2. Answer phone, take detailed messages or transfer calls to correct staff member 3. Send and respond to emails. 4. Maintain the COVID safe protocols for office as required by law 5. Ensure there is reception coverage during your lunch hour by liaising with other staff for coverage. <p><u>Intake</u></p> <ol style="list-style-type: none"> 1. Assist with ensuring the waiting room space is clean and welcoming for clients. Ensure clients are given tea/coffee/snack on arrival. 2. Conduct initial intake and assessment of clients by gathering their details, checking against our database and updating out of date information, gathering details about their needs for assistance, allocating them to the duty worker or placing them on the waiting list 3. Provide adequate referral information re other support services relevant to client needs and facilitate warm phone referrals as necessary 4. Assist clients with simple phone or computer inquiries to interact with agencies such as Centrelink, fines units, Australian Tax Office, always focussing on building their own skills and not doing “for” them. 5. Assist clients to complete a No Interest Loan enquiry form 6. Review client waiting list on a monthly basis by calling clients to see if they still need assistance, and removing clients who no longer require help. 7. Enter client case notes and referrals into database after each interaction. 8. Liaise with other staff or outside services to assist with client transport if possible, taking into account staff and vehicle availability at the time <p><u>Finance Admin</u></p> <ol style="list-style-type: none"> 1. Receive and process accounts payable invoices for payment 2. Accurately code invoices and receipts from staff credit card transactions 3. Contact suppliers to update our organisational information 4. Create accounts receivable invoices to be approved by Corporate Services Manager 5. Follow up with staff for receipts and missing document declarations 6. Assist with end of month financial processes as needed <p><u>Logistics and Program Support</u></p> <ol style="list-style-type: none"> 1. Under supervision of the Corporate Services Manager, arrange repairs and maintenance for all offices and houses. Promptly communicate any updates effectively with staff 2. Assist with the repairs and maintenance of fleet vehicles by liaising with other staff to drive cars to mechanics for servicing, repairs or
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	<p>other appointments</p> <ol style="list-style-type: none"> 3. Receive vehicle and equipment checklists completed by staff before remote trips. Record any repairs, replacement equipment or servicing needs required for vehicles and seek approval to purchase or make bookings. 4. Book travel and accommodation for approved travel requests 5. Send asset register details to each business unit for annual review <p><u>Administration</u></p> <ol style="list-style-type: none"> 1. Collect and send mail daily from post office 2. Regularly check and maintain office stationery, cleaning and staff amenity supplies at all offices in accordance with the purchasing policy 3. Purchase marketing materials as directed (business cards, flags etc) 4. Ensure office workstations are ergonomically set up and equipped for staff use 5. Water and maintain office plants 6. Send weekly reminders to ensure staff are cleaning offices 7. Liaise with office cleaners as needed 8. Take minutes in team meetings and distribute to the team 9. Provide basic IT support and troubleshooting to staff in person and over the phone <p>Other duties as required.</p>
Key Performance Indicators	<ol style="list-style-type: none"> 1. Reception always staffed, visitors greeted warmly and signed in as per policy and current COVID protocols 2. Phone answered within three rings with calls transferred professionally to other staff. 3. Phone messages taken accurately and passed on promptly 4. Client details correctly recorded at intake and clients accurately allocated to relevant program stream or referral organizations 5. Clients with simple phone or computer inquiries assisted to undertake self-service and (unless vulnerable) learn own skills to develop independence in future. 6. Client waiting list reviewed on a monthly basis. Waiting list updated by removing clients who no longer need assistance. 7. Case notes recorded for all client contacts 8. Office clean and tidy at all times, plants maintained and watered as required. 9. Office amenities, stationery and house supplies and vehicle safety equipment maintained and available at all times. 10. Purchasing conducted in accordance with purchasing policy and by obtaining correct approvals. 11. Building, vehicle and staff housing maintenance scheduled and undertaken as per time requirements and with appropriate updates to affected staff. 12. Accounts payable transactions processed weekly to ensure accurate and timely payment of supplier accounts 13. Accounts receivable processed for approval and missing staff receipts followed up promptly on a monthly basis

	<p>14. Effective basic IT operational and troubleshooting advice provided to staff as required.</p> <p>15. Accountability for key responsibilities demonstrated by continuously updating, communicating and responding in Asana task management software</p>
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<p>Selection Criteria</p>	<ol style="list-style-type: none"> 1. Experience in business and/or finance administration activities and procedures 2. Good written and verbal communication skills and numeracy 3. Understanding of Aboriginal people and their history, empathy and patience for people with complex needs 4. Demonstrated ability to organise and prioritise work, meet deadlines, and adapt to changing circumstances in the office 5. Demonstrated ability to show initiative, solve problems and contribute to process improvement in a complex environment 6. Experience with Google Suite, Microsoft Office applications, email, internet searching, apple products such as iPhone, iPad, Macbooks <p>Desirable:</p> <ol style="list-style-type: none"> 7. Knowledge of or willingness to learn Pitjantjatjara
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