



COMMUNITY SERVICES MANAGER

JOB & PERSON SPECIFICATION

FEBRUARY 2025

MoneyMob Talkabout

Position Description



Community Services Manager

Position Title	Community Services Manager
Classification	(Social Community Home Care and Disability Services Award - Level 7-8) <i>Other available benefits</i> <ul style="list-style-type: none">• Salary packaging available• 6 weeks annual leave• 5 days additional “mini-break” non-accrued leave• Some support towards relocation costs if required• \$500 wellbeing payment per annum (not cumulative)
Location	The position is based in Alice Springs, with travel required to the APY Lands, Adelaide and Darwin.
Hours	Full time – 38 hours per week Permanent (on-going)
Special measures	Qualified and/or experienced Aboriginal and Torres Strait Islander people are strongly encouraged to apply

About MoneyMob Talkabout

MoneyMob Talkabout is a not-for-profit organisation providing a range of financial literacy programs and community services in the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands in northern South Australia, and in Alice Springs in the Northern Territory.

The MoneyMob financial literacy education program was founded in 2009 as a small travelling program that raised awareness in advance of visiting money management services across the Northern Territory. In 2012 as a result of a successful funding application, we established a place-based service in the APY Lands to provide ongoing support to Anangu. The establishment of the services was guided by advice from APY communities. In 2015, we incorporated as an independent not-for-profit organization.

We are governed by a Board of Directors with diverse backgrounds and skill sets, including directors from the APY communities we serve. We recognise the importance of continuing to build an effective co-design model and place focus on continual improvement to ensure First Nations voices, particularly Anangu, are embedded in our governance and service delivery models.

Our Vision

First Nations people and communities are empowered to achieve economic wellbeing and self-determination.

Our Focus

First Nations people are equal partners in and co-creators of our practice. We elevate the voices of our clients and advocate, influence, deliver services, build and share knowledge to achieve equality.

Our Values

These values guide all aspects of our work including our service delivery, advocacy, governance and management.

- **COURAGE:** We are committed to advocating strongly for change and creating a more just and inclusive environment.
- **EMPOWERMENT:** We work to support First Nations people to be in control and work towards achieving independence, 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:** Our actions and services are 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 a creative and agile organisation, motivated to continually improve, adapt and develop innovative solutions that add value and are valued by the communities we work with.

Our influence

We advocate and influence across Australia on issues affecting First Nations people and their economic wellbeing. We use our knowledge and practice-based evidence to inform our positions and to advocate for our clients.

Our current service delivery focuses on clients from the APY Lands, a large, sparsely populated area located in the north west of South Australia. The APY Lands are extremely remote and the resident population is around 2,330 people spread across a number of small communities and homelands. The APY Lands forms part of the broader NPY (Ngaanyatjarra, Pitjantjatjara Yankunytjatjara) tri-state region - home to Anangu, the traditional custodians of the area, who represent over 85% of the regional population. The population is very young in comparison with the Australian average and is recognised as having high levels of socio-economic disadvantage.

Supporting Anangu can also mean our services are delivered not only in the APY Lands, but in areas throughout Australia where they reside – Adelaide, Alice Springs and Western Australia. With our broader areas of influence of service delivery, we will leverage opportunities to extend our service delivery, influence and impact further into Central and Northern Australia, and continue to shape conversations with decision-makers that affect our clients, including in Canberra and other capital cities.

Our operating ecosystem and environment mean there are many factors that contribute to achieving our vision, as it is known that economic wellbeing is impacted by many co-occurring elements such as health, education and social connections. A collaborative and joined up approach is needed by communities, governments, service providers and others in the ecosystem to make progress towards achieving our vision.

Please see our website for more information about us: <https://moneymob.org.au/>

About the position

We are seeking a skilled Manager to lead our community service and development programs and training social enterprise. You will be a pivotal part of the senior management team, providing strategic and operational leadership, ensuring high-quality service delivery, and driving continuous improvement. You will have the opportunity to act as CEO during the Managing Director’s absence. This role offers the chance to be involved in driving the next phase of MoneyMob’s growth. Make a meaningful impact doing stimulating work with a committed team of staff.

<p>Reporting and working relationships</p>	<p>This position reports directly to the Managing Director, and:</p> <ul style="list-style-type: none"> ● Works collaboratively with and supports other Executive team members ● Supervises the Training Team Leader, Community Development Team Leader, Senior Social Worker and Financial Wellbeing Team Leaders in Alice Springs and Adelaide ● Oversees MMT’s Reconciliation Action Plan
<p>Special Work Requirements</p>	<ul style="list-style-type: none"> ● National Police Check ● Working with Children and Vulnerable Persons Check ● Unrestricted driver’s license and ability to drive a manual vehicle ● Ability to undertake travel to remote communities on a regular basis ● Periodic travel to Adelaide ● Ability to share remote housing with colleagues and other service providers when working remotely
<p>Key responsibilities</p>	<p>Leadership and Strategic Growth</p> <ul style="list-style-type: none"> ● Oversee multi-disciplinary teams across MoneyMob’s financial wellbeing, training and community development programs and services ● Lead operational planning across program and service areas ● Foster a culture of collaboration, cohesive and integrated service delivery, transparency, and high performance ● Model and lead a culture of safety and transparent, respectful communication for all staff with an emphasis on reflective and reflexive practice. ● Monitor sector, policy and legislative changes to inform strategic and operational planning, budgets and advocacy ● Identify opportunities for and advocate on key issues of organizational importance ● Collect and analyse program and service data and provide regular, accurate reporting to support strategic decision-making and showcase program impact ● Provide timely strategic advice to the Managing Director about opportunities to drive organizational development and growth aligned with MMT’s strategic goals values and priorities ● In collaboration with the executive team, undertake workforce development and planning initiatives to support effective operations ● Provide support for/undertake development of partnerships

	<p>which the Board has approved as aligned with our focus and strategic plan</p> <ul style="list-style-type: none"> ● Implement and manage new programs and services <p>Staff Management</p> <ul style="list-style-type: none"> ● Manage, mentor and coach team leaders and project managers ● Set clear goals and objectives with each team ● Manage grievance and disciplinary issues and client complaints when they arise. <p>Contract Management, Quality Assurance and Compliance</p> <ul style="list-style-type: none"> ● Contract management, ensuring MoneyMob meets all contract reporting, performance, compliance and legislative standards and requirements. ● Instruct accountants to prepare financial acquittals for program and service areas to meet reporting deadlines ● Monitoring and continuous improvement across all areas, ensuring that MoneyMob meets all quality assurance requirements <p>Resource Management</p> <ul style="list-style-type: none"> ● Development and monitoring of annual program and project budgets to ensure activities are delivered within financial parameters <p>Community and Stakeholder Engagement and Participation</p> <ul style="list-style-type: none"> ● Lead, develop and coordinate the implementation of MoneyMob’s Reconciliation Action Plan ● Build and maintain relationships and network with key stakeholders ● Oversee and actively engage in co-design/two way learning processes for our Anangu Community Board to foster genuine client leadership, guidance and direction of our services <p>Support:</p> <ul style="list-style-type: none"> ● Act as CEO during periods of Managing Director absence ● Organizational Strategic Planning ● Development and implementation of monitoring and evaluation frameworks and processes ● Development and documentation of practice and project governance frameworks/models
<p>Key performance indicators</p>	<ul style="list-style-type: none"> ● Programs and projects achieve set KPIs and operate within budget tolerances. ● Annual operational planning and budgets completed in line with strategic plan and budget cycle ● Contract reporting and acquittals prepared and submitted on time ● Positive relationships maintained with funders, partners, stakeholders and peers. Recurrent contracts are renewed. ● Monthly reports provided to Managing Director on time and strategic advice provided as appropriate in a responsive, timely manner

	<ul style="list-style-type: none"> ● Staff probation and performance reviews completed on time. ● Staff feedback through culture surveys and performance reviews demonstrates staff are safe, satisfied and have appropriate access to opportunities for development and reward ● Client/consumer feedback indicates strong levels of satisfaction with MoneyMob's services ● Policy, regulatory and strategic changes are communicated to staff and acted upon in a timely manner.
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About you

Desired personal attributes	<ul style="list-style-type: none"> ● Strong Commitment to Social Justice Principles, MoneyMob's values, philosophies and codes of conduct. ● Able to motivate and inspire staff to high levels of performance and impact for clients. ● Strategic, analytical thinker ● Resilient, calm and emotionally intelligent - able to cope with consistent pressure and aware of impact on others ● 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. ● Possess effective personal strategies to cope with the challenges of remote intercultural work. ● Culturally aware, with an understanding of power dynamics in Aboriginal communities and awareness of the social, political and historical factors which impact on them. ● Empathetic and non-judgmental towards people with complex needs.
Selection criteria	<ul style="list-style-type: none"> ● Passionate for First Nations social and economic justice ● Tertiary qualifications in community services/not for profit leadership and/or substantial relevant experience in challenging environments ● Minimum of three years senior management experience in community services across a range of program areas. Experience in programs supporting people with complex needs, advocacy, training and financial counselling/financial literacy programs will be well regarded. ● Strong, accountable leader, with the capacity to motivate and develop other leaders, foster a culture of excellence, continuous improvement and cohesion. ● Demonstrated ability to think strategically and to analyse regulatory, policy and operating environment to propose responses that drive organizational growth and improvement. ● Proven ability to manage complex stakeholder relationships, all aspects of contracts and budgets, exercising sound judgment and fiscal responsibility ● Strong computer literacy skills. ● Excellent verbal and written communication skills. ● Unrestricted drivers' license



HOW TO APPLY

Applications including and cover letter and CV should be addressed to Andrew Reed and Justin Hinora. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.