

JOB DESCRIPTION

TITLE OF POSITION	Aboriginal Engagement Worker
CLASSIFICATION LEVEL	NT Level 3
PROGRAM	Financial Wellbeing Services - NT

OVERVIEW

Lutheran Care provides community services in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and disability support. Current programs include emergency relief, financial counselling, family support and education, foster care, homelessness and housing and, NDIS disability services. Lutheran Care is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

In Central Australia, Lutheran Care (LC) delivers Financial Wellbeing Services, providing financial literacy programs, and financial counselling to Alice Springs (including town camps), remote communities and other outreach services within the Central Australian service area. LC also offers an Emergency Relief service out of the Alice Springs Office, and to deliver specialised financial health and capability services throughout Central Australia which support individual and family money management.

ROLE SUMMARY

The Aboriginal Education Worker (AEW) role is to support Aboriginal people to engage in our programs and to access the services we provide in financial wellbeing, and through assisting other staff to deliver higher level Financial Wellbeing services. The AEW will provide on-ground support to help people understand western concepts relating to money and finances, and to make informed choices about their money and build money management skills.

They will also assist with the development and delivery of budgeting and financial literacy information sessions and workshops and support our team to ensure communication is culturally sensitive. This role requires regular travel to provide services to Aboriginal remote communities within Central Australia, you will be required to travel to remote communities for a minimum of 2 weeks per month, at times you will be travelling remotely for a block of 2 weeks.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

This position reports to the Team Leader Financial Wellbeing, Central Australia.

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	<ul style="list-style-type: none"> • Model ethical behaviour and practice consistent with the Christian ethos of LC as outlined in the Code of Conduct and stated values • Adhere to and support LC's policies and procedures. • Comply with professional codes of conduct.
Teamwork	<ul style="list-style-type: none"> • Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. • Support LC's senior management team's decisions and ensure that instructions are carried out. • Alert the program manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). • Attend and actively participate in regular team meetings and forums as required. • Report to the supervisor as required.
Work Health and Safety	<ul style="list-style-type: none"> • Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. • Promote and adhere to LC's Work Health and Safety guidelines.
Resource Management	<ul style="list-style-type: none"> • Maintain records of activities as required for accountability purposes. • Manage resources and risks efficiently and effectively. • Work within established or negotiated financial and time constraints
Continuous Improvement	<ul style="list-style-type: none"> • Contribute to the delivery of high quality services. • Understand and support continuous quality improvement in LC.

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CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
<p>Provide Financial Capability & Emergency Relief (ER) Services</p>	<ul style="list-style-type: none"> • Communicate verbally and in writing with clients, other staff and stakeholders in a clear, timely and positive manner • Provide one on one financial capability support to individuals • Determine client's financial situations, assess their needs and build a plan tailored to them. • Provide non-accredited group activity workshops on financial capability to resource and equip participants with money management skills. • Encourage individuals to stay motivated and monitor their progress. • Monitor and review case/action plans with clients to support and encourage greater self-reliance. • Manage all aspects of setting up, conducting and following up appointments. • Support clients to complete all relevant paperwork. • Provide ER services for clients who present in crisis. • Deliver a client-centred and strengths based service. • Engage positively with Aboriginal people and deliver culturally appropriate and respectful services • Work collaboratively with a diverse range of people with multiple and complex needs • Arrange follow up appointments. • Seek feedback from the client to ensure that the service provided is client-centred and appropriate to their needs. • Actively follow up incoming referrals to meet client needs

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	<ul style="list-style-type: none"> • Ensure clients are connected to appropriate resources and services.
Remote Travel	<ul style="list-style-type: none"> • Participate in a remote travel roster • Drive by 4WD to remote communities to provide support for individuals in building their financial capability. • Stay overnight in a range of accommodations for up to 2 weeks. • Collaborate with other agencies in remote locations to provide community support
Referrals, Networking and Advocacy	<ul style="list-style-type: none"> • Develop positive relationships and assist in maintaining a contact list for all relevant internal and external services and, make connected referrals appropriate to clients' needs • Work with the team to create networks with various Indigenous communities. • In consultation with the team, take into account the local requirements for the presentation of material to be culturally relevant. • Be involved in local partnerships and networks with relevant agencies, financial services and local organisations as required.
Keep Records	<ul style="list-style-type: none"> • Ensure accurate information is collected and stored in the relevant database/s • Complete comprehensive case notes and finalised within allocated timeframes on the relevant database/s • Collect data needed for reporting purposes as requested • Ensure that data is kept private and confidential. • Plan and organise workload to achieve specified outcomes within set time frames including providing information for reporting as required
Professional Development	<ul style="list-style-type: none"> • Complete and attend all compulsory training required by LC for your position within the allocated timeframe • Participate in training on budgeting and financial literacy and other training as required by LC. • Complete and attend accredited training and/or obtain qualifications as required by the funding body to fulfil contractual obligations, e.g. Financial Literacy Education Skill Set, Certificate 3 in community Services • Actively participate in professional development opportunities in consultation with the Operations Manager

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PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Experience in working within Aboriginal communities in Central Australia.
- An understanding of Central Australian Aboriginal cultures.
- Ability to communicate in a culturally sensitive way.
- Completion of Financial Literacy Education Skill Set or willingness to obtain (CHCSS00077), supported by the organisation
- Basic Understanding of money and budgeting.
- Strong team work focus.
- Ability to be flexible and adapt communication and training material to the person/s and situation.
- Ability to handle all enquiries with empathy and maintain confidentiality.
- Work within a non-judgemental framework.
- Ability to use email, word and other basic IT software

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Speaking of Aboriginal language spoken in the central Australian region will be highly regarded
- Experience in case management
- Certificate III (or above) in Community Services or equivalent or willingness to complete during employment
- Experience delivering community education in group settings
- Experience in working with low income or otherwise vulnerable individuals and families
- Experience in working within community services and/or not-for-profit sector.
- Experience/Certificate in 4WD training

SPECIAL CONDITIONS

Any offer of employment is subject to;

- A current and satisfactory National Criminal History Check
- A current and satisfactory Ochre Card

- A current and satisfactory NDIS Worker Check
- A current and unrestricted Australian Driver's Licence and the ability and willingness to regularly drive in the course of your employment
- Travel throughout the region and/or interstate as required
- Undertaking extensive travel in 4WD throughout Central Australia with overnight stays of up to two weeks in a range of accommodation. Some travel will require driving a 4WD vehicle over large distance

ACKNOWLEDGEMENT:

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain "Best Practice" standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.