

# Position Description

**Position Title:** Operations Manager Community Services  
**Position Number:** 210  
**Classification:** Level 9  
**Award Cover:** Local Government Industry Award 2010  
**Department:** Community Services  
**Work Unit:**  
**Location:** Gunbalanya

## Position Objective

This position will oversee the operations of Community Services programs with a focus on ensuring quality service delivery, utilising community development principles.

## Key Responsibilities

1. Manage the day to day operations of Community Services programs ensuring the delivery of services is compliant with funding and fee-for-service agreements, and Council's policies and service delivery plan.
2. With a focus on creating a positive workplace culture, lead and manage staff by ensuring program coordinators and team leaders are:
  - a. providing individual staff supervision;
  - b. encouraging team development;
  - c. developing and maintaining effective staff relationships;
  - d. encouraging safety and well-being; and
  - e. encouraging effective staff involvement and collaborations.
3. Participate in the recruitment and performance management of staff.
4. Ensure resources are used correctly, safely, effectively and that they meet local community requirements and expectations.
5. Provide leadership and management of staff and programs in the absence of Community Services coordinators and team leaders, if required.
6. Facilitate the timely approval of requests and completion of reports and administrative paperwork.
7. Maintain and develop key stakeholder relationships and collaborations within each community utilising a community development approach.
8. Regularly liaise with Council Services Managers and the Services Manager to ensure that Community Services is meeting local needs and priorities, and that services are being delivered in an efficient and effective manner.
9. Oversee the expenditure and management of finance budgets and participate in the development of program budgets and Council's annual budget.
10. Maintain and, where necessary, develop appropriate procedures in accordance with relevant policy and legislation.

Approved by:

A/CEO: \_\_\_\_\_



Date: 6 December 2019

Page 1 of 3

11. Other duties relevant to Community Services, as required.

12. In accordance with work health and safety legislation:

- a. ensure you work safely, the way you work does not cause harm to others and you use measures within your control that prevent injuries or illnesses;
- b. within your area of responsibility, ensure compliance with work health and safety legislation and Council's work health and safety policies and procedures.

### Selection Criteria

#### Essential:

1. Degree in community services / social science or similar and significant experience in community services management.
2. Demonstrated staff management and leadership skills and highly developed interpersonal skills.
3. High standard of written and verbal communication skills.
4. Knowledge of a diverse range of community service programs and proven experience in overseeing multiple community service programs.
5. Demonstrated program management skills, and experience solving complex issues within a remote community context.
6. Ability to engage with a diverse range of people including an ability to communicate sensitively and effectively with Aboriginal people.
7. Strong understanding and appreciation of Indigenous culture and living and working in small remote aboriginal communities.
8. Proven experience managing employees across various remote locations.
9. Good understanding of work health and safety in the workplace.
10. Qualifications /licences required:
  - a. Current Northern Territory 'C' Class driver licence.
  - b. Working with Children Clearance (Ochre card).

#### Desirable:

11. Experience in a Local Government environment.
12. First Aid Certificate.

### Organisational Relationships

**Position reports to:** Manager Community Services

**Staff reporting to position:** Programs Coordinator Youth and Community Development, Community Care Coordinator, Childcare Centre Manager, Coordinator Gunbalanya Community Safety, Community Safety Team Leader Minjilang, Community Safety Team Leader Waruwi

**Performance review conducted by:** Manager Community Services

**Position liaises with:**

**Internal:**

CEO

Senior managers

**External:**

Government representatives

Community organisation representatives

Approved by:

CEO: \_\_\_\_\_ Date: \_\_\_\_\_ Page 2 of 3

Coordinators / Managers

Consultants and businesses

Council Services Managers / Services  
Manager

Community members and stakeholders

Council staff

### Further information

- 1 This is a full-time position – 38 hours per week.
- 2 A criminal history check is mandatory. Unless relevant to the position, criminal history will not affect employment.
- 3 A satisfactory Working with Children Clearance Notice/Ochre Card is mandatory as children are likely to be present in the working environment.
- 4 Aspects of this role may require working outside normal working hours or on weekends.
- 5 Regular travel by 4WD or light aircraft to remote communities requiring overnight or extended stays will be required.

---

Approved by:

CEO: \_\_\_\_\_ Date: \_\_\_\_\_ Page 3 of 3