



POSITION DESCRIPTION

Position Title	Operations/Project Manager
Employment Type	Permanent - Full time 38 hours per week (12 month contract)
Reports To	Why Warriors Board of Directors
Direct Reports	Health Coach Mentor, Case Manager, Accountant

Position Purpose

Why Warriors Org Limited (WWO) is a registered charity that has grown out of relationships with the Yolngu People of Northeast Arnhem Land, NT, Australia. We are a small but innovative organisation with relationships and corporate knowledge going back 45 years.

In recent years the organisation has partnered with Yolngu in developing solutions to restore control over their health, through what has become the Hope for Health Program (HFH).

Hope for Health (HFH) represents a movement of people that has grown out of the founders' histories in the region. The program is a precious opportunity to see real change in what often looks like a sea of illness and hopelessness. In a way HFH is a seed that we are growing in Galiwin'ku (Elcho Island) that has the possibility to produce fruit all over the Top End with Aboriginal Peoples. Not just because the program is getting great results that demonstrate its potential, but also because the people involved, Yolngu and Balanda (mainstream people), are inspired by the hope they see in the movement.

We are seeking an individual committed to enabling genuine change for Indigenous people through genuine partnership, and empowerment of individuals and family. The position is expected to take management responsibility for all operational matters of the HFH program, working with the Case Manager who sets nutritional, clinical, and participant health coaching policy, being responsible for participant care.

The Operations/Project Manager will report directly to the Why Warriors' Board of Directors. The position is responsible for reporting to and maintaining accountability with the Hope for Health Steering Committee.

Context

The HFH Program is based in Galiwin'ku (Elcho Island), an Aboriginal community in the North East Arnhem Land Region of the Northern Territory. This location is geographically remote, for most purposes accessible by aircraft only. The board and other members of the administrative

team are located in different locations around Australia including Darwin. You will be supervising two health professionals and a team of 6 local Yolngu staff on Elcho.

WVO is a purpose-based organisation which honours and values the wisdom found in Yolngu cultural tradition, and also recognises that many Yolngu leaders are devoted practicing Christians. We respect the Yolngu expression of Law, and faith, and support Yolngu aspirations. Candidates will need to be comfortable with prayer in team meetings, teleconferences, etc, as staff and program participants often pray together. The rewards of this work are profound and cannot be measured in wages alone. The traditions and culture of Yolngu provide an environment that is a privilege to work alongside and we are looking for a special sort of person to honour and contribute to the two-way Yolngu-Balanda ethos and spirit of this work. Yolngu will be involved in the selection process, and cultural awareness, competency and safety are important considerations. For further information, see <https://hopeforhealth.com.au/whatwedo>; <https://hopeforhealth.com.au/our-full-story>; <https://hopeforhealth.com.au/our-full-story/impact/>.

Mentorship and coaching will be available to ensure realistic work planning and cultural introductions. You will be supported by a Co-Founder who has a part time position (Co-Founder/Educator, which also reports to the Board) to help you navigate and liaise with our community and to develop a working knowledge of the HFH model and our broader methodologies.

Location

The Operations/Project Manager is based on the remote community of Galiwin'ku, on Elcho Island, NT. This Aboriginal community is a 2-hour flight from Darwin. A 1 x bedroom house is available on Elcho Island.

Key Duties

Operations

- Lead the implementation and delivery of the HFH Program.
- Coordinate co-delivery with the Yolngu Steering Committee and clinical and research partners.
- Coordinate event planning for Hope for Health retreats.
- Support and supervise local staff, helping them develop their capacity and independence.
- Manage work surges through team building and delegation, including coordination of the volunteer network.
- Ensure that the program is delivered in accordance with goals and strategy set by the Board and Yolngu Steering Committee.

Supervision, Support and Motivation of Staff

- Provide leadership and team-building with staff and volunteers.
- Promote teamwork and a spirit of co-operation and support between staff members.
- Monitor wellbeing of staff and volunteers, ensuring appropriate supports are provided.
- Manage staff recruitment and orientation.
- Manage staff housing and maintenance where required.
- Review and implement risk management and health and safety protocols.
- Oversee management of volunteers, developing a longer-term community of practice

amongst the volunteer network, facilitating their interaction with staff and community members.

Management

- Manage and coordinate the overall operational and organisational workload, stakeholder relationships, assets and resources.
- Oversee the appropriate management of grants and service contracts.
- Ensure that statutory, regulatory and contractual obligations are met.
- Ensure compliance with all WWO policies and procedures, and recommend review or development of these when necessary.

Fundraising and Marketing

- Diversify the project's funding base and attract new funding.
- Prepare submissions and acquittals of grant funding.
- Ensure adequate and appropriate marketing and social media strategies are in place.

Financial Oversight and Compliance

- Plan and monitor expenditure according to program design and grant commitments.
- Ensure organizational accountability and transparency in collaboration with accountant and bookkeeper.
- Ensure regulatory and legislative requirements are adhered to e.g. Fair Work Australia, Corporations Act etc.

Stakeholder Management

- Develop and maintain effective relationships with relevant Government agencies, clinical partners and researchers, supporters, funders and other potential funding sources.
- Oversee communications with external stakeholders.

Reporting, Planning and Application

- Provide reports to meetings of the Board and Yolngu Steering Committee on program implementation.
- Ensure provision of secretariat support for Board meetings (usually every two months).
- Facilitate two-way communication between Board and Yolngu Steering Committee.
- Identify and address new potential opportunities and risks, including working regionally with other Yolngu communities in north east Arnhem Land as funding and capacity allows.

Position Requirements

Essential

- At least two years business development, staff management and financial management experience, preferably at executive level.
- Program and project management experience including managing budgets over \$300,000.
- Experience in community development and not-for-profit operations.
- Excellent and demonstrated communication and leadership abilities.
- Ability to engage at a high level with a range of stakeholders and funders.
- Good networking and PR skills,
- Solid IT skills including Excel and the full Office suite of programs.

Preferable

- Experience delivering large events, camps, or retreats.
- Marketing experience.
- Health sector experience and qualifications.
- Awareness of (and preferably experience with) low carb, healthy fat nutrition strategies.
- Practical hands-on experience working closely with Indigenous people, especially in Arnhem Land.
- Demonstrated experience and comfort with complexity.
- Demonstrated experience and success in fundraising.
- Experience with and ability to work in a two-way (cross-cultural) team.
- Experience of living in remote locations.

Personal Attributes and Characteristics

- Interest in learning about and engaging with Yolngu people, their life, language and culture.
- Passion, drive and commitment to working with the Indigenous people of North East Arnhem Land (Yolngu) in support of their struggle to transform themselves and their communities.
- Openness to learn from Founders and Directors, particularly in regard to working in Indigenous communities.
- Robust emotional and mental health strategies to manage an independent workload in a challenging environment.
- Ability to engage resources to manage and coordinate program delivery.
- A strong team player, with the ability to lead, motivate and engage employees as peers.
- Ability to engage positively with both conventional medical and complementary health sectors.
- Able to manage competing priorities with limited resources.
- Self-starter with ability to show initiative and take direction from the Board and Steering Committee.

Remuneration

Salary and Benefits

- Base salary of \$84,000 - \$90,000, 12 month contract.
- 9.5% superannuation.
- Salary sacrifice benefits up to \$15,899.
- 6 weeks paid annual leave.
- Furnished Accommodation including power water and internet
- Relocation support.
- Flights - negotiable after 3 month performance review.

Housing and Office

1 bedroom house, and limited office space is available on Galiwin'ku (Elcho Island).

Performance Goals / KPIs

- *Program Management*
 - o Hope for Health retreat program is delivered according to program work plan and steering committee program design.

- o Retreat and health coaching programs meet agreed program design established with research partners through 2022. Meet quotas for program registration and retreat participation (2x retreats with 60 individuals total in 2022).
 - o Overall funding strategy is in place, approved and . implemented.
 - o Income matches budgetary expectations.
 - o Yolngu Steering Committee meets bi-monthly, has regular attendance and is providing positive feedback.
 - o Health Coaching and case management teams are supported and accountable, to enable them to equip for retreats, engage with community and provide health coaching services that benefit participants.
- *Staff Management*
 - o Workflow planning, reporting and communication procedures are established.
 - o Current position descriptions and employment contracts in place for all staff
 - o Positive feedback from Yolngu staff.
- *Financial Management*
 - o Accounting and bookkeeping policies and procedures, including payroll, timely payment systems, spending delegations and travel approvals, are in place.
- *Role Definition*
 - o Successful completion of performance review at three months.
 - o Work plan refined and Board reporting arrangements in place.
 - o Review of work plan at 4 months.