

## Position Description – Program Manager

*All positions at Waminda will be required to work within the Model of Care, which includes the Cultural Framework and Balaang Healing Framework and will be supported by the Staff Wellbeing Framework. In your role at Waminda you are required to have an understanding of working in an Aboriginal Community Controlled context and with Culture as foundation of the service you are working by direction of our ways of being, knowing and doing through our Cultural protocols and practices.*

<b>Position Title:</b>	Program Manager
<b>Accountable to:</b>	Chief Executive Manager - Community
<b>Location of Position:</b>	Midthong Muru Gunyah
<b>Award:</b>	Social, Community, Home Care and Disability Industry Services
<b>Award level:</b>	Level 7, Pay Point 1-3
<b>Identified Role:</b>	Identify as a Female of Aboriginal or Torres Strait Islander decent; <i>(An applicant's gender and race is a genuine occupational qualification and is authorised by section 14(d) and 31 of the Anti-Discrimination Act 1977 of (NSW))</i>

### Position Summary:

The Program Manager provides high-level leadership, strategic oversight, and managerial responsibility to ensure high-quality, culturally safe, and trauma-informed service delivery across Waminda's Alcohol and Other Drugs (AOD) Residential Rehabilitation Program. The role contributes to Waminda's strategic goals by leading staff, managing resources and shaping program direction in alignment with organisational priorities. Working under limited direction from Executives, the position exercises significant autonomy and decision-making authority in managing people, budgets, operations and complex projects. The Manager provides expert advice, establishes work outcomes and contributes to organisational planning, governance and continuous improvement while ensuring accountability to Waminda's Executive Leadership.

### Organisational Values:

<b>Culture</b>	<b>Respect</b>	<b>Boldness</b>	<b>Accountability</b>	<b>Collaboration</b>
We are grounded in cultural practices; Aboriginal ways of knowing, being and doing and privileging Aboriginal voices.	We respect Elders as leaders and knowledge holders and all those we work with and for.	We create cultural spaces and disrupt systems of oppression and racism with courage.	We are accountable and transparent to our communities and families.	We work together for community cohesion and wellbeing in the spirit of lateral kindness.

## Position Description – Program Manager

### Strategic Direction:

- Culturally Grounded & Strengths-Based Service Delivery
- Decolonisation
- Build The Aboriginal Led Knowledge Base
- Pursing Economic Independence & Enhanced Organisational Strength
- New Footsteps – Our Way Forward

Key Responsibilities:		Weight (%)
<b>Strategic Direction</b>	<ul style="list-style-type: none"> <li>• Leads the Yanaga Dhuga – Wiyanga Mirriral Naanga-Mai Program to deliver a culturally grounded, community-led approach that reflects Waminda’s strategic priorities;</li> <li>• Shapes Wiyanga Mirriral Naanga-Mai Program goals, priorities and operational plans to align with Waminda’s long term strategy and integrated wraparound services;</li> <li>• Oversees and drives significant projects or initiatives that require advanced analytical thinking, innovation, and high-level problem-solving;</li> <li>• Provides expert advice on policy and procedure, contributing to the development, interpretation, and implementation of organisational processes;</li> <li>• Leads systemic and organisational change by establishing work practices, procedures, and priorities that enhance healing, empowerment, and self-determination across the program and broader organisation.</li> </ul>	<b>10%</b>
<b>Leadership and Governance</b>	<ul style="list-style-type: none"> <li>• Lead, manage and mentor staff to ensure high quality performance, professional growth, wellbeing and culturally safe practice across Wiyanga Mirriral Naanga-Mai Program;</li> <li>• Manage program financial budgets, resources and reporting requirements in line with organisational policies and financial delegations and long-term planning needs;</li> <li>• Oversee compliance with legal, contractual, funding and accreditation requirements, ensuring governance and accountability are consistently met;</li> <li>• Exercise delegated authority to plan, direct, monitor, and evaluate Wiyanga Mirriral Naanga-Mai Program operations;</li> </ul>	<b>20%</b>

## Position Description – Program Manager

	<ul style="list-style-type: none"> <li>• Model ethical, culturally grounded, and strengths-based leadership that upholds Waminda’s governance, cultural integrity, and community-led ways of working;</li> <li>• Ensure accurate, timely, and high standard documentation, reporting and record-keeping to meet internal, funding and legislative requirements;</li> <li>• Ensure the sustainability of the service by identifying and securing funding to strengthen ongoing service provision and innovation.</li> <li>• Engage in operational supervision, leadership development, reflective practice and performance appraisal processes to support continuous improvement and organisational excellence.</li> </ul>	
<p><b>Program and Service Delivery</b></p>	<ul style="list-style-type: none"> <li>• Oversee and provide strategic direction for program delivery, ensuring services are culturally safe, trauma-informed, and client-centred;</li> <li>• Develop, monitor, and evaluate service delivery models, procedures, and frameworks that strengthen program effectiveness and align with organisational priorities;</li> <li>• Provide high-level expert advice, guidance and specialist support in complex program matters;</li> <li>• Ensure accurate, comprehensive and timely reporting in line with funding agreements, accreditation, and internal accountability standards;</li> <li>• Lead and embed continuous quality improvement processes across the program, monitoring performance outcomes and driving service excellence.</li> </ul>	<p><b>40%</b></p>
<p><b>Stakeholder Engagement and Representation</b></p>	<ul style="list-style-type: none"> <li>• Build, lead and strengthen strategic partnerships with internal teams, external agencies, community organisations, and key sector stakeholders;</li> <li>• Represent Waminda at high-level interagency, regional and sector forums, advocating for client, community needs, service improvements, and systemic change</li> <li>• Negotiate and influence on matters of significance, ensuring Waminda’s organisational priorities and community-led approaches are upheld;</li> </ul>	<p><b>20%</b></p>

## Position Description – Program Manager

	<ul style="list-style-type: none"> <li>Promote Waminda’s values, cultural integrity, and reputation through professional, culturally safe, and collaborative engagement across all stakeholder relationships.</li> </ul>	
<b>Training, Research and Development</b>	<ul style="list-style-type: none"> <li>Lead, support and participate in ongoing internal and external training to maintain alignment with program requirements;</li> <li>Identify staff learning needs and facilitate access to training and professional development opportunities;</li> <li>Contribute to organisational research, evaluation, and knowledge development projects;</li> <li>Drive innovation by embedding new approaches and evidence-based practices;</li> <li>Mentor and develop staff, students and emerging leaders to strengthen workforce capability and support succession planning across the Wiyanga Mirriral Naanga-Mai Program.</li> </ul>	<b>10%</b>

### Skills and Attributes required to perform this role:

<b>Experience</b>	<ul style="list-style-type: none"> <li>High-level specialist knowledge and expertise in program management, staff leadership and organisational operations;</li> <li>Demonstrated ability to plan, manage and evaluate complex programs and multidisciplinary operations at a strategic level, including strong financial, contractual and operational management capability;</li> <li>Extensive knowledge of organisational policies, procedures, and cultural frameworks;</li> <li>Advanced analytical, negotiation, and problem-solving skills, with the capacity to make informed decisions under limited direction;</li> <li>In-depth understanding of program activities, community needs, sector trends and relevant legislative, regulatory and accreditation frameworks;</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Relevant tertiary qualifications and/or post-graduate study, combined with substantial experience and demonstrated competence in the field at a senior level;</li> <li>NSW/ACT Driver’s Licence;</li> <li>National Criminal Record Check and Working with Children Check (cleared)</li> </ul>
<b>Skills, Knowledge and Capabilities</b>	<ul style="list-style-type: none"> <li>Strong understanding of child protection responsibilities, including mandatory reporting obligations and the ability staff compliance with relevant legislation and standards;</li> </ul>

## Position Description – Program Manager


	<ul style="list-style-type: none"> <li>• Demonstrated ability to work independently with limited direction, providing high level leadership, guidance, and support to multidisciplinary teams;</li> <li>• Commitment to ongoing professional learning, reflective practice, and continuous quality improvement across [Program Name] and teams;</li> <li>• Proven capacity to lead and collaborate within a multidisciplinary environment, effectively prioritising competing demands and ensuring accountability for both individual and program outcomes;</li> <li>• Willingness to participate in internal and external training relevant to program delivery, cultural practice, and organisational priorities;</li> <li>• Active participation in in-service training, interagency meetings, and sector forums to strengthen collaboration and service integration;</li> <li>• Attend all scheduled staff gatherings and organisational events to promote team cohesion and shared learning;</li> <li>• Engage in regular external supervision to support leadership capability, professional development and cultural integrity;</li> <li>• Contribute to the design, implementation, and evaluation of community consultation activities to ensure culturally responsive and community-led service planning.</li> </ul>
--	--

Key Relationships	
Who	Nature of interaction
Operational Manager	Reports directly to
Chief Executive Leadership Team	Provides support and advice
Yanaga Dhuga – Wiyanga Mirriral Naanga-Mai	Strategic collaboration & representation
Internal Waminda Employees	Provides support and advice
External service providers, including external contractors and other services and required	Strategic collaboration & representation

**POSITION AGREEMENT:**

*I have read, understand, and agree to undertake the position as outlined in this position description.*

		____/____/____
Full name	Signature	Date
		____/____/____
Operational Manager	Signature	Date



Position Description – Program Manager