



POSITION DESCRIPTION

CLINICAL OPERATIONS MANAGER – CHILDREN & YOUTH SERVICES

Level	Professional 3
Employment Type	Full-time
Reports to	Director of Therapeutic and Clinical Services
Purpose of the Position	
<p>The Clinical Operations Manager is responsible for the leadership, oversight, and continuous improvement within Carpentaria's Out of Home Care (OoHC) program, ensuring the delivery of safe, high-quality, trauma-informed, and culturally responsive services for children and young people.</p> <p>The role provides clinical and therapeutic leadership to Therapeutic Specialists and Assertive Outreach teams that operate across multiple residential houses, to deliver consistent, therapeutic care aligned with individual needs, legislative requirements, and organisational standards.</p> <p>In partnership with the Director of Therapeutic and Clinical Services you will provide leadership in clinical governance, quality processes and general service systems.</p>	
Tasks and Responsibilities	
<ul style="list-style-type: none">• Provide clinical and therapeutic leadership and support the Therapeutic Specialists and Outreach Team Leaders through regular supervision, reflective practice, mentoring, coaching and training.• Monitor program performance, compliance with legislative and contractual requirements, and drive consistency in standards and expectations across all areas of therapeutic and clinical service delivery.• Oversee workforce planning, recruitment, onboarding, and retention, identifying capability gaps and assigning targeted training to build a skilled, practice-aligned workforce.• Ensure high-quality, trauma-informed, culturally safe, and relational care is delivered to all young people across all domains including safety, health, education, identity, and independence.• Support complex case management, including high-risk behaviours, placement stability, and transitions, and review and approve referrals for new placements ensuring thorough risk assessment and house readiness.• Provide program-wide oversight of risk management, incident response, and safeguarding, monitoring trends and implementing strategies to reduce harm and improve outcomes.• Ensure all incidents, documentation, and reporting are accurate, timely, and compliant with organisational and legislative standards, and lead audits and quality improvement initiatives.• Build and maintain strong relationships with Department of Children & Families, community organisations, and key stakeholders, representing the organisation in reviews and external forums.• Advocate for the rights, needs, and outcomes of children and young people, supporting culturally safe engagement with Aboriginal and Torres Strait Islander communities and contributing to strategic and sector-level discussions.	

Essential Criteria

- Relevant tertiary qualification in a relevant allied health discipline and current membership with AHPRA, or membership of and adherence to the AASW standards for Social Workers or relevant governing body.
- Significant experience in OoHC, child protection, or youth services, including leadership experience.
- Strong understanding of trauma-informed care, therapeutic models, and safeguarding practices.
- Demonstrated experience in leading teams, managing performance, and workforce development.
- Demonstrated ability to coach and build capability within teams.
- Knowledge of legislative and policy frameworks relevant to OOHC in the NT.
- High-level communication, leadership, and problem-solving skills.
- Current Ochre Card, Criminal History Check, NDIS Worker Screening Clearance, NDIS Worker Orientation, First Aid & CPR Certificate and NT Driver Licence.

Preferred Criteria

- Experience leading multi-site OoHC or residential care programs.
- Experience providing leadership to clinical and therapeutic multidisciplinary teams.
- Experience working with Aboriginal and Torres Strait Islander children, families, and communities.
- Understanding of Intensive Therapeutic Residential Care (ITRC) and complex care models.
- Experience in program development, service expansion, or tender implementation.

Values and Behaviours Required

- Embody Carpentaria's Values and Principles of Good Practice through a human rights-based approach.
- Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
- Demonstrated adherence to legislation, policies and procedures and a commitment to Equal Employment Opportunity, WHS, Risk Management and Quality Improvement practices.

Authorised by the CEO:



Date:

29/04/2026