



carpentaria

# Role Profile

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# Clinical Operations Manager

April 2026



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## About the opportunity

- Apply expert clinical and leadership expertise to drive and embed evidence-based services for children and young people
- Lead practice excellence and compliance
- Oversee workforce planning and training to build a skilled, practice-aligned workforce

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.

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.

In partnership with the Director of Therapeutic and Clinical Services you will provide leadership in clinical governance, quality processes and general service systems.





## Role overview

This is a newly created role to support children and young people living in OoHC. It offers a qualified clinician with the unique opportunity to step into a rewarding leadership role with a respected for-purpose provider.

- 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.



## About Carpentaria

Carpentaria is a not-for-profit organisation providing Disability and Therapy Services for children, adolescents and adults, through Supported Independent Living, Short and Medium Term Accommodation, Pathways Program, Employment and Training, Specialist Disability Accommodation, Out of Home Care and Allied Health therapy programs (including Speech Pathology, Occupational Therapy, Physiotherapy and Psychology). We deliver innovative and flexible services to empower people to thrive and live a great life, and are committed to a philosophy that respects the rights of individuals to make informed choices about their lives.

## Vision and values

### Vision

Delivering innovative and flexible services to empower people to thrive and live a great life.

### Values

Carpentaria is a values-based organisation which focuses on the needs and goals of each individual. We are committed to a person-centred philosophy that respects the rights of everyone to make informed choices about their lives and to receive the necessary support, information and encouragement to participate, and be included, in all aspects of community life.

Carpentaria's values provide the framework for how we operate, guiding engagement, business activities, service delivery and decision making.



### Honesty

We strive to be honest, open, ethical and fair



### Collaboration

We create strong partnerships through open communication, mutual respect and trust



### Respect

We embrace the individual's right to be empowered to live the life they choose



### Innovation

We commit to continuous improvement and are responsive to individuals through creative solutions



## Strategic priorities 2022 - 2025

### Respond to service needs and gaps in the Territory

We will target the biggest needs and gaps across the Northern Territory to maximise our impact in the community.

**Create better pathways for young Territorians.**

**Expand our services to new geographical locations.**

**Develop suitable accommodation and residential service models for those with complex needs.**



### Continuously improve the quality and excellence of our services

We will be leaders in quality and safety and set an example for the broader disability services sector in the Territory. This includes providing a person-centred and goal oriented service.

**Support people to meet their individual goals.**

**Embed strong clinical governance and oversight.**

**Demonstrate excellence in safety and quality.**



### Develop partnerships to enhance opportunity

We will partner with organisations that share our values to drive better outcomes for Territorians.

**Explore and develop partnerships with Aboriginal Communities.**

**Partner to create training, employment and vocational opportunities.**

**Partner to promote social inclusion and community awareness of disability.**



### Invest in our people

We will grow the capability of our current workforce to ensure we are future-ready and contribute to building the disability workforce of the future.

**Invest in our people and their careers.**

**Build the future disability workforce.**

**Increase the diversity of our workforce.**



### Grow sustainably

We will be socially, financially and environmentally sustainable across all areas of our organisation.

**Increase our social sustainability.**

**Ensure we are financially sustainable.**

**Maintain strong and robust governance.**

**Increase our environmental sustainability.**



## Delivering innovative and flexible services to empower people to thrive and live a great life



## A message from the CEO

Carpentaria employs high quality staff in a range of specialist disability support and Allied Health roles to support clients across our Accommodation, Children and Youth, Therapy and Pathways programs.

Recruitment to positions at Carpentaria is based on values, skills and qualifications.

We are experiencing a growth of programs and the creation of additional roles to support Carpentaria's services in urban and remote locations.

From Specialist Disability Support and Allied Health professionals to corporate roles, Carpentaria offers a rewarding career in a dynamic workplace.

Competitive remuneration packages, including generous salary packaging benefits, are available. Offers of employment at Carpentaria are subject to satisfactory pre-employment clearances. Employees must also commit to understanding and abiding by Carpentaria's Code of Conduct.

The Clinical Operations Manager will play an integral role in the continued delivery of high quality services and I look forward to welcoming the successful applicant to our team.

Warm regards

Annie Rily





## The ideal candidate

The ideal candidate for this role is a dynamic and experienced leader with the following attributes:

### Skills and abilities

- Expertise in the provision of high quality services for children and young people
- Flexibility to lead and motivate a diverse team to achieve outcomes
- Comprehensive knowledge of trauma-informed supports and frameworks

### 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.



## What success looks like

### High quality service delivery

Effective delivery of high quality, person-centred care and supports that are culturally safe and responsive to the needs of children and young people.

### Trained and engaged workforce

Effective people leadership that fosters a professional, safe, and person-centred culture, resulting in a cohesive and skilled team that is well-equipped to meet individual requirements.

### Stakeholder partnerships

Strong, sustainable partnerships with key internal and external stakeholders to ensure the delivery of high quality services and supports.

## Remuneration and benefits

A competitive total Senior Professional 3 level package is available for the successful candidate, including relocation (if applicable) and Salary Packaging available (through [Paywise](#)).

## Contacts and further information

For questions or to express your interest in this unique opportunity, contact Kirrily Freson, Director of People and Learning on [kirrily.freson@carpentaria.org.au](mailto:kirrily.freson@carpentaria.org.au) or 0438 718 423.

Further information about Carpentaria is available at [carpentaria.org.au](http://carpentaria.org.au)

