

## POSITION DESCRIPTION

### OPERATIONS MANAGER – CHILDREN & YOUTH SERVICES

<b>Level</b>	SCHADS Level 7 - 8
<b>Employment Type</b>	Full-time
<b>Reports to</b>	Director of Children and Youth Services
<p><b>Purpose of the Position</b></p> <p>The Operations Manager is responsible for the leadership, oversight, and continuous improvement of 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 operational leadership across multiple residential houses, supporting House Coordinators, Therapeutic Specialist and teams to deliver consistent, therapeutic care aligned with individual needs, legislative requirements, and organisational standards.</p>	
<p><b>Tasks and Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Monitor program performance, compliance with legislative and contractual requirements, and drive consistency in standards and expectations across all houses.</li> <li>• Lead and support House Coordinators and the Therapeutic Specialist through regular supervision, performance management, and reflective practice.</li> <li>• Oversee workforce planning, recruitment, onboarding, and retention, identifying capability gaps and assigning targeted training to build a skilled, practice-aligned workforce.</li> <li>• 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.</li> <li>• 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.</li> <li>• Provide program-wide oversight of risk management, incident response, and safeguarding, monitoring trends and implementing strategies to reduce harm and improve outcomes.</li> <li>• Ensure all incidents, documentation, and reporting are accurate, timely, and compliant with organisational and legislative standards, and lead audits and quality improvement initiatives.</li> <li>• Build and maintain strong relationships with Department of Children &amp; Families, community organisations, and key stakeholders, representing the organisation in reviews and external forums.</li> <li>• 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.</li> </ul>	
<p><b>Essential Criteria</b></p> <ul style="list-style-type: none"> <li>• Minimum Diploma in relevant qualification in community services.</li> <li>• Significant experience in OoHC, child protection, or youth services, including leadership experience.</li> <li>• Strong understanding of trauma-informed care, therapeutic models, and safeguarding practices.</li> </ul>	

- Demonstrated experience in leading teams, managing performance, and workforce development.
- High-level communication, leadership, and problem-solving skills.
- Knowledge of legislative and policy frameworks governing OoHC in the NT.
- 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 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: \_\_\_\_\_