

POSITION TITLE:	Operations Advisor, Jamma		
REPORTS TO:	Program Manager		
POSITION CLASSIFICATION:	Fixed Term Part Time		
AWARD/CERTIFIED AGREEMENT	Social, Community, Home Care and Disability Services Award 2010 and CMY Enterprise Agreement or any replacement agreement.		
PRIMARY WORK LOCATION:	Dandenong Travel to other CMY offices and off-site locations may be required.	APPROVED BY:	Peta Fualau
SALARY:	SCHADS Level 6 plus: • Access to salary packaging • Superannuation paid as per the <u>Super Guarantee</u> • Annual leave loading • Generous entitlements including cultural leave options and flexible work arrangements	LAST UPDATED:	August 2026

About CMY

The Centre for Multicultural Youth (CMY) is a non-profit organisation based in Victoria and has been shaping culture alongside multicultural young people and communities since 1988. Our purpose is to create a society where multicultural young people live a life where they are connected and can fully reach their potential.

CMY works to address systemic barriers that impact multicultural young people by:

- Advocating for social change, challenging inequities and barriers that multicultural young people face.
- Delivering support services and programs to young people and families.
- Connecting and creating innovative opportunities for multicultural young people.
- Amplifying the voices and experience of multicultural young people to shift narratives and influence systems.
- Influencing government and policy makers with evidence-based information and lived experience.
- Developing the knowledge, confidence and skills of other organisations, businesses and government.
- Researching current issues affecting multicultural young people to inform what we do.

Our work is youth-informed, strengths-based, and grounded in diversity, inclusion and anti-racism. At CMY, we all play a part in shaping systems, attitudes and behaviours that create the society we all deserve. Find out more: cmy.net.au/about-us.

About the Program Area

Funded by the Victorian Government, Jamma was established in 2019 as a Community Support Group (CSG) to work with, support and empower the South Sudanese community. Based on a local, community-led approach to strengthen services and support for families and communities, Jamma supports South Sudanese young people as an early intervention approach to mitigate against factors that lead to youth disengagement. CMY auspices the NW (Melton and Brimbank) and the SE (Dandenong, Casey and Cardinia)

CSGs. The CMY CSGs have recently been named ‘Jamma’, capturing the essence of their mission: community, gathering, and belonging.

POSITION SUMMARY:

In 2026 a review was undertaken of Jamma, its’ strategic directions, staffing structure, roles and responsibilities. It was recommended that a new role be introduced, Operations Advisor, to support Jamma’s next phase of development. The Operations Advisor will work alongside the Jamma Program Manager to implement recommendations of the review, which include:

- A review of all position descriptions, including skills, responsibilities, expectations, employment status and equity across roles in the Jamma team.
- Develop an 18-month transitional structure that builds toward a new team structure by February 2027. Identify interim arrangements, sequencing, and decision points required over the transition period.
- Establish a documented Jamma delegation matrix aligned CMY delegations and HR delegations and a manual, covering delegations, systems, processes, program delivery guidelines and approval steps.
- Co-design a capability-building strategy for Jamma leadership and the broader team, drawing on relevant CMY teams. This will include leadership development; coaching and mentoring; systems and process capability; supervision support; delivery prioritisation; role clarity; and professional development conversations.

Operating with a high degree of autonomy, initiative and independent professional judgement, this role requires strategic thinking, operational agility, and strong leadership to ensure initiatives meet organisational objectives and community needs.

KEY RESPONSIBILITIES & COMPETENCIES:

The following responsibilities reflect the specific operational focus of this portfolio and should be read alongside the competency framework below.

Key responsibilities and competencies include:

- Systems thinking with the ability to work in complex environments, identify root causes, anticipate consequences, and create long term viable solutions.
- Experience in change management based on excellent engagement and relationship building skills with the ability to build trusted connections and facilitate open dialogue.
- Experience in being in leadership positions in community based or not-for-profit organisations establishing and maintaining (medium to large) programs and or coaching and mentoring leaders and other team members.
- Experience working in cross-cultural programs and services using strengths-based approaches and with an understanding of the opportunities and learning experiences this work brings.

Competency	Responsibilities
Strategic Leadership	1. As part of leadership team, contribute to the implementation of strategic priorities for the portfolio, ensuring alignment with CMY’s organisational strategy and values. 2. Translate strategic goals into clear operational plans, aligned to Jamma’s existing work plans, with measurable outcomes and key performance indicators (KPIs). 3. Provide high-quality advice and reports to the Program Manager and Senior management to inform evidence-based decision-making.
Operational and People Management	1. As part of leadership team, provide leadership and coordination of Jamma’s review process, as per position summary above. 2. Build and maintain a team culture of collaboration, agility, learning and accountability.

	3. Develop staff capability and encourage innovation and continuous improvement in program design and delivery. 4. As part of leadership team, review and improve systems to effectively manage program budgets, ensuring resources are allocated efficiently and financial and operational risks are minimised. 5. As part of leadership team, prepare reports, briefs and papers for senior leadership and the CMY Board as they relate to Jamma's program review and identified actions. 6.
Change and Continuous Improvement	1. Demonstrate agile management skills and foster an adaptive, "can-do" team mindset responsive to change. 2. Anticipate challenges and implement proactive solutions to achieve outcomes within time, budget and quality expectations. 3. Ensure Risk Management and quality assurance adherence to policies and procedures for areas of responsibility, such as OH&S, Child Safe Standards, MARAM framework and Risk Plans. 4. Drive a culture of continuous improvement by identifying opportunities for enhanced efficiency, effectiveness and impact. 5. Act as a change champion to support CMY's goal of developing an integrated and responsive organisation.
Stakeholder and Partnership Management	1. Establish, promote and maintain positive relationships within Jamma and across CMY 2. Contribute to effective internal communication channels to support information flow, collaboration and alignment across the organisation. 3.
Values and Cultural Competence	1. Demonstrate an understanding of and sensitivity to issues affecting young people from refugee and migrant with focus on South Sudanese backgrounds. 2. Apply inclusive and strengths-based approaches in all aspects of work. 3. Model and uphold CMY's purpose, values and behaviours in all interactions.

KEY SELECTION CRITERIA:

1. **Strategic and Analytical Thinking:** Demonstrated ability to think strategically, analyse complex issues and translate strategy into actionable plans and measurable outcomes.
2. **Leadership and People Management:** Proven experience leading and developing high-performing teams, fostering collaboration, capability growth and a positive, adaptive team culture.
3. **Stakeholder Engagement and Influence:** Highly developed relationship management and influencing skills, with the ability to consult, negotiate, and collaborate effectively across the organisation to drive continuous improvement
4. **Communication and Representation:** Excellent written and verbal communication skills, including experience preparing reports, funding submissions, tenders, and business cases.
5. **Project and Operational Management:** Demonstrated skills in agile project and program management, including managing budgets, risks, and competing priorities to deliver quality outcomes.
6. **Problem Solving and Continuous Improvement:** Creative and solutions-focused approach, with the ability to identify and implement improvements that enhance effectiveness, efficiency, and impact.
7. **Values and Cultural Competence:** Commitment to CMY's purpose and values, with an understanding of and sensitivity to issues affecting young people from refugee and migrant backgrounds and a commitment to anti-racism, cultural safety, and strengths-based practice.

QUALIFICATION REQUIREMENT:

- Degree or postgraduate qualifications in related field, or a Diploma with substantial equivalent experience in the not-for-profit or community services sector
- Minimum 5 years' experience in a Managerial, Team Leader or Coordinator role managing large and/or complex projects, including multi-function teams.

ROLE REQUIREMENTS:

Mandatory Requirements:

All CMY staff must meet the following core employment requirements:

- **Pre-employment checks:** Satisfactory Police Record Check, Working with Children Check, and verification of the right to work in Australia.
- **Health and safety:** Compliance with Occupational Health & Safety (OH&S) policies and a demonstrated commitment to workplace safety for self and others.
- **Conduct and values:** Commitment to CMY's values of Participation, Diversity and Human Rights, and adherence to CMY's Code of Conduct, policies, and procedures.
- **Workplace expectations:**
 - A current driver's licence, as this role requires a capacity to travel throughout Victoria, including occasional overnight stays.
- **Training and development:** Completion of the following mandatory training modules upon commencement and at regular intervals as required:
 - CMY Organisational Induction
 - Culturally Responsive Practice
 - Child Safety Training
 - Building Aboriginal Cultural Competency
 - Introduction to Family Violence
 - MARAM (Multi-Agency Risk Assessment and Management) Training (as relevant to role)

Note: Mandatory training is reviewed regularly and may change to reflect organisational and sector needs.

General Requirements:

- Contribute to 'OneCMY' culture through connecting, collaborating and culture shaping;
- Commitment to CMY competency-based Employee Development Process
- Perform other duties as directed, consistent with organisational strategy and priorities.

ADDITIONAL INFORMATION:

- **Special Measures:** This position is specifically for someone from South Sudanese background, under Special Measures of the Equal Opportunity Act
- CMY is a Child Safe organisation and an Equal Opportunity Employer. All staff are subject to child safety screening and assessment as part of the recruitment process, including referee checks.
- CMY roles operate within a hybrid working environment, with flexible work arrangements that may be negotiated based on team and organisational needs.
- Please see [Guidelines for applying for a Job at CMY](#)

CMY STRATEGIC OBJECTIVES:

• MY Community Young people are connected, belong and contribute to their families and the community.
• MY Journey Young people are empowered to access opportunities and actively shape their own futures.
• MY Voice Young people are understood, accurately represented and influential.
• MY CMY CMY is a strong partner and recognised leader in working with diverse young people.

I have read, understood and approve the above position description:

Executive Manager
Name

Executive Manager Date / /
Signature

I have read, understood and accept the above position description:

Employee Name

Employee Signature Date / /