

APPLICATION PACK

Peacemaking and Mediation Program Manager

Tangentyere Council

NAAJA
DIGNITY · RESPECT · JUSTICE

LHERE ARTEPE
ABORIGINAL CORPORATION

About Apurte-le Mpwareme

Apurtla Mpwareme is a partnership between Tangentyere Council Aboriginal Corporation, Lhere Artepe Aboriginal Corporation and the North Australian Aboriginal Justice Agency (NAAJA). It is governed by a Partnership Governance Group (PGG) made up of representatives from all three organisations, which provides strategic direction, cultural governance and partnership oversight. This is a new way of service delivery embedding the strength of cultural healing approaches that have existed for generations within Aboriginal families and communities.

The service will support locally determined responses to conflict, harm, accountability and healing, grounded in Aboriginal justice leadership and cultural authority.

Alongside direct service delivery, the project will use practice learning, community knowledge and evaluation to strengthen understanding of Aboriginal peacemaking approaches. Through partnership and advocacy, it will seek more equitable, coordinated and culturally responsive justice and community service responses.

Tangentyere Council Aboriginal Corporation

Tangentyere Council brings Town Camp leadership and authority to the partnership. Incorporated in 1979 as a service provider and umbrella organisation for Town Camp Associations, it is an Aboriginal community-controlled organisation delivering human services and social enterprise activities for Town Campers and Aboriginal people across Central Australia. Its work recognises the central place of culture and community in identity and wellbeing.

Lhere Artepe Aboriginal Corporation

Lhere Artepe is the Prescribed Body Corporate representing the Traditional Owners of Mparntwe (Alice Springs). It supports the authority and voice of Apmereke-artweye (Traditional Owners), including the Antulye, Irlpme and Mparntwe estate groups. Its work supports Arrernte culture, connection to Country, community safety and the wellbeing of Aboriginal people and families.

North Australian Aboriginal Justice Agency

NAAJA is an Aboriginal community-controlled organisation providing legal assistance and justice services across the Northern Territory. Its vision is dignity, respect and justice for Aboriginal people. NAAJA provides criminal and civil legal services, community legal education, Throughcare and other justice services, alongside policy and law reform advocacy.

As the host organisation, NAAJA provides employment, administrative and organisational support for the Program Managers, including line management support consistent with its employment policies and procedures.

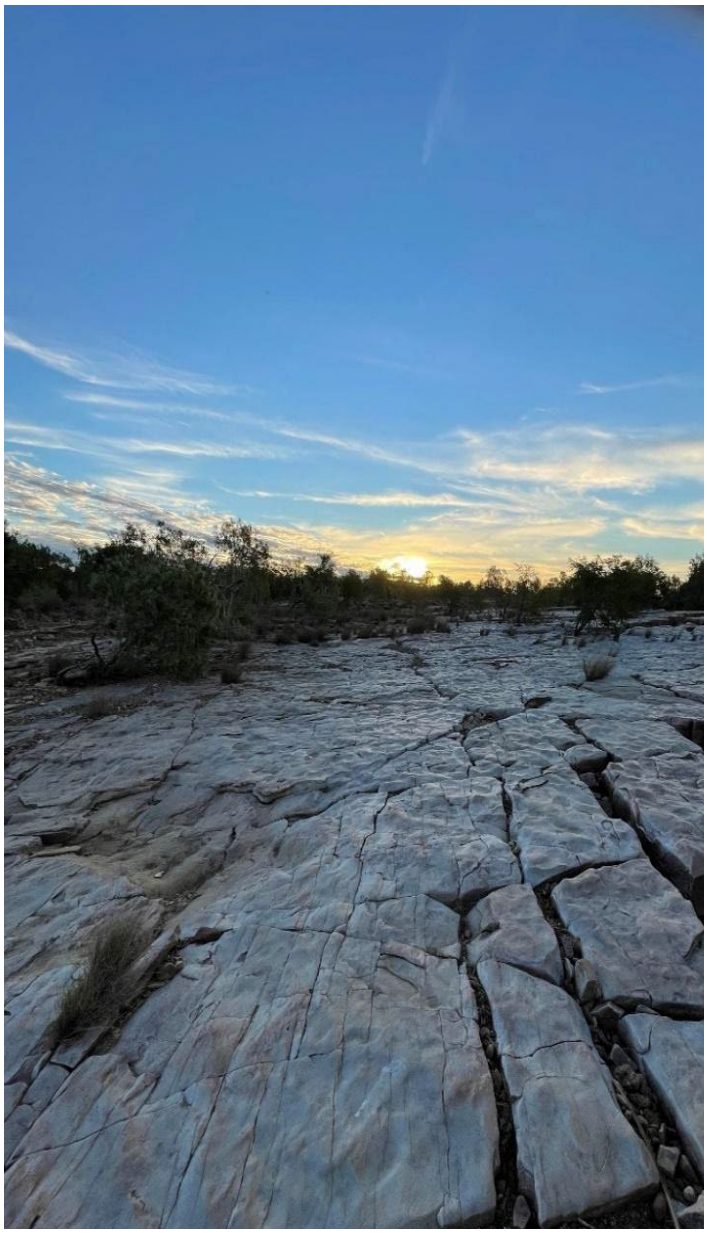
Governance and shared leadership

The Partnership Governance Group comprises representatives of all three partner organisations. It operates as an equal partnership, makes major decisions collectively, and provides strategic direction, cultural governance and oversight.

The two Program Managers hold equal authority and shared accountability. Their different skills, relationships and knowledge are complementary; both remain responsible for cultural governance, practice integrity, operations and community accountability. The role requires a respectful working relationship, shared decision-making and clear communication across partner organisations.

Service Delivery

Apurte–le Mpwareme — holding together, working together — is an Aboriginal-led peacemaking partnership grounded in cultural authority and community leadership. Traditional Owners and Custodians alongside Town Camp Leaders are working together to provide a cultural healing service that works with families and communities to enable families to drive their own responses and solutions to conflict.



The program centres around Aboriginal understanding of family, the intricacies of relationship and responsibility to country, family, children and kin. It brings together these intricate webs of family structures, the cultural knowledge, authority and strength of Arrernte Traditional Owners and Town Camp Leaders, so that restorative responses are shaped by the people who hold cultural authority.

About the role

As Program Manager, you will work alongside a fellow Program Manager in an equal co-management partnership. You will bring complementary strengths and share responsibility for establishing and leading the service under the direction of the Partnership Governance Group.

Cultural and project governance

- Remain accountable to the Partnership Governance Group across service design and delivery, including regular reporting on performance, risks, emerging issues and opportunities.
- Align the work with cultural governance arrangements, partnership commitments and the Group's direction, recognising its equal partnership and collective decision-making.
- Embed Aboriginal cultural authority, community accountability and partnership governance in service design, practice and operations.

Partnerships and advocacy

- Build and maintain constructive relationships with Elders, families, communities, Aboriginal organisations, justice agencies, government and service partners.
- Work with communities, partners and practitioners to understand emerging issues, systemic barriers, drivers of conflict and service gaps. Ensure lived experience, cultural knowledge and community priorities inform responses.
- Support advocacy and systemic change priorities identified by the Partnership Governance Group, drawing on community knowledge, cultural authority, practice learning and service data.
- Strengthen referral pathways and coordinated responses between the service, community organisations, justice agencies and other relevant services.
- Support coordination with community mediation programs, law and justice groups and other cultural authority groups across Central Australia.
- Work with stakeholders to ensure community feedback informs service improvement.
- In collaboration with the Partnership Governance Group, represent the service in external forums and explain its purpose, approach and access pathways consistently with partnership agreements.

Working across the partnership

The managers will coordinate a workforce that may span several organisations. They will support clear reporting arrangements, effective communication and shared

understanding of responsibilities while respecting each partner's role and cultural authority.

Practice leadership and service management

- Implement and improve the service model, including referral pathways, intake and assessment, case management and coordination, safety planning and workflows.
- Provide practice leadership and case consultation, including family and conflict mapping and assistance with complex cases, including as a co-mediator where appropriate.
- Lead workforce development through supervision, mentoring and reflective practice. Support agreed practice standards and ethical approaches to community-led peacemaking.
- Develop culturally responsive policies, operational procedures, practitioner tools and resources that support responses grounded in kinship, cultural law and local authority.
- Support the delivery and refinement of community-based Peacemaking and Mediation training in Town Camps and Mparntwe/Alice Springs estate groups.
- Capture learning from practice, community engagement, evaluation and stakeholder feedback to recommend service improvements.

Operations and accountability

- Lead implementation in line with the Partnership Governance Group's direction, cultural governance, partnership commitments and approved frameworks.
- Develop systems for recruitment, intake, referrals, workflow, risk escalation, documentation, reporting, work health and safety, remote travel, office management and team support.
- Ensure staff and practitioners have the tools, systems and support needed to deliver safe, culturally grounded and effective responses.
- Monitor service performance, outcomes, risks and emerging issues, providing advice and recommendations to the Partnership Governance Group.
- Oversee evaluation, data governance, reporting and financial administration to support accountability, funding requirements and continuous improvement.
- Use implementation experience, evaluation, community feedback and practice learning to strengthen systems and processes.

What we are looking for

The successful applicant will bring the following:

- Experience working within Aboriginal cultural leadership frameworks and supporting community-led processes guided by cultural authority, community priorities and partnership governance.
- Experience establishing, implementing or strengthening community-led initiatives within Aboriginal community, justice or human services contexts.
- Ability to work respectfully across different knowledge systems.
- Demonstrated facilitation, peacemaking or mediation capability, including complex conflict resolution involving families, communities and stakeholders.
- Strong judgement, ethical decision-making and risk awareness in culturally governed, community-led service settings.
- Highly developed relationship, communication and advocacy skills, including the ability to use community knowledge, lived experience and evidence to inform improvement and systemic change.
- Ability to work within shared governance structures, collaborative decision-making arrangements and complex partnerships.
- Leadership capability, including supervising diverse teams and supporting staff development.
- Understanding of historical and structural factors affecting Aboriginal young people, adults and families, including overrepresentation in statutory systems.
- Strong organisational and administrative skills, including report writing, documentation, governance processes, operational systems, evaluation, data collection and continuous improvement.

An ideal candidate will also have:

- Knowledge of Central Australian communities, histories, cultural context and contemporary issues.
- Ability to speak a Central Desert Aboriginal language or experience working respectfully across language and cultural contexts.
- Experience delivering training, mentoring, community education or workforce capability development.
- Ability to obtain a Working with Children Clearance (Ochre Card) on commencement.

Benefits and working with us

This role combines the opportunity to establish a community-led service with NAAJA employment benefits that support wellbeing, family and cultural responsibilities.

BENEFIT	WHAT IS AVAILABLE
Annual leave	Six weeks per annum with 17.5% leave loading
Personal leave	Three weeks per annum
Cultural leave	Five days, plus an additional two days for Aboriginal staff on request
Personal wellbeing	$800 per year to be utilised on a wellbeing provider of your choice
Remote area allowance	$3,400 per annum
Relocation assistance	Up to $4,000
Paid parental leave	Twelve weeks for primary carers and four weeks for secondary carers
Salary packaging	Up to $18,500 in tax-free salary packaging, plus remote area salary packaging benefits through SMART Salary Packaging
Language allowance	Where a local Aboriginal language is spoken and utilised as part of the role

Living and working in Mparntwe

The position is based in Mparntwe — Alice Springs — offering the opportunity to build a rewarding career and a life connected to the people and landscapes of Central Australia. From the famous natural ranges and walking trails to local arts, markets and community events, there is plenty to explore beyond the working day.

Working alongside people in Mparntwe and surrounding communities also offers opportunities to build meaningful relationships, learn from local knowledge and perspectives, and contribute to work shaped by community priorities.



How to Apply

Please submit your resume and a cover letter outlining your relevant experience and addressing the five screening questions below. You may attach your responses as a separate document if that makes your application easier to read.

Applications must be submitted online.

Screening Questions

1. Do you identify as Aboriginal or Torres Strait Islander?
2. Please describe your experience working within community-led or culturally grounded processes. How have you ensured that community priorities, cultural authority and partnership governance have guided your work?
3. Tell us about your experience leading or supporting diverse teams, particularly teams working across different professional, cultural or knowledge systems within Aboriginal community, justice or human services settings.
4. Please describe your experience in facilitation, peacemaking, mediation or conflict resolution. Where possible, provide an example involving complex issues, multiple participants, families or stakeholders.
5. Tell us about your experience establishing, implementing or strengthening a community-led service, program or initiative. What was your role, and what did you contribute to its development or success?

Preparing your responses

For questions 2–5, use practical examples from employment, community leadership or other relevant experience. Briefly explain the context, your role, what you did and the outcome or learning. Make your own contribution clear, including how you worked with others and respected cultural authority. Avoid identifying clients or disclosing confidential case information.

Closing date and enquiries

Applications close on Wednesday 18 November 2026. Applications will be assessed as they are received, so we encourage you to apply early.

For a confidential conversation about the opportunity, contact Sunaina Pinto on 0428 630 837. For application enquiries, email peopleandcapability@naaja.org.au.



Apurte-le Mpwareme

Position Description

Position details	Apurte-le Mpwareme – Program Manager
Salary	Legal Officer Level 1
FTE	Full Time – 37.5 hours per week
Department	Throughcare – Peacemaking & Mediation
Location	Alice Springs
Reports to	Peacemaker and Project Manager
Accountable to	Project Governance Group

Position Overview

Under the direction of the PGG, the Program Managers provide strategic and operational leadership for the establishment and delivery of Apurte–le Mpwareme. Working within a co-management model, they are jointly responsible for ensuring the service is culturally led, community accountable, operationally effective and grounded in both Aboriginal cultural authority and sound mediation practice. The Co-Managers will lead a project team and oversee service implementation, workforce development, stakeholder engagement and community-based training, while supporting partnership governance processes and remaining accountable to the PGG.

The Program Managers lead the implementation of Apurte-le Mpwareme across three interconnected areas:

- Practice leadership, ensuring the quality, safety and integrity of peacemaking practice including practice guidance, capability development, reflective learning and continuous strengthening of peacemaking approaches
- Partnerships and advocacy, building trusted relationships and strengthening community and justice system responses through partnership, advocacy and shared learning
- Operational leadership, ensuring effective governance, implementation systems development, ongoing funding accountability and continuous improvement.

Working closely with Elders, families, Aboriginal organisations, justice agencies and government partners, the Program Managers support community-led responses to conflict that strengthen healing, reduce harm and improve outcomes for Aboriginal people. They will ensure learning from community engagement, community - based training, peacemaking practice, evaluation and stakeholder feedback informs the ongoing adaptation and strengthening of the service.

The Co-Managers will provide leadership, supervision and support across the project workforce within a partnership-based operating model. The workforce structure may include direct reports, shared reporting arrangements and roles located within partner organisations that contribute to the delivery of the Apurte-le Mpwareme Peacemaking and Mediation Service. The Co-Managers will work collaboratively with partner organisations to support clear accountabilities, effective communication and coordinated delivery across the service.

About the co-management model

This is a shared leadership role establishing Apurte-le Mpwareme an Aboriginal led Peacemaking and Mediation response, accountable to cultural authority, community governance and a partnership of Aboriginal organisations. The Co-Managers hold equal authority and are jointly accountable for the leadership, implementation and outcomes of the Peacemaking and Mediation Service.

The co-management model recognises that effective leadership of the service requires the bringing together of different skills, experiences, relationships, knowledge systems and leadership approaches. The Program Managers may hold different areas of experience and expertise, which together strengthen the service and support culturally grounded, effective and sustainable delivery. These differences are recognised as complementary rather than separate areas of responsibility.

Both Program Managers hold equal authority and shared accountability for ensuring cultural governance, practice integrity, operational effectiveness and community accountability across the service.

A strong, respectful and collaborative working relationship between the Co-Managers is essential to ensure the service remains culturally responsive, community accountable, operationally effective and aligned with the direction of the Partnership Governance Group.

What the job involves

<u>Cultural and project governance</u>

1. Work under the direction of, and maintain accountability to, the Partnership Governance Group (PGG), across all aspects of service design and delivery including regular reporting on service performance, risks, emerging issues and opportunities
2. Ensure all work aligns with PGG expectations, cultural governance arrangements and partnership commitments, recognising the equal authority and shared decision-making of the PGG.
3. Ensure Aboriginal cultural authority, community accountability and partnership governance principles are embedded across service design, policies, practice frameworks and operations, including appropriate cultural decision-making pathways.

<u>Partnerships and advocacy</u>

4. Develop and maintain strong, constructive relationships with Elders, families, communities, Aboriginal organisations, justice agencies, government and service partners.
5. Work with the PGG, communities, service partners and practitioners to learn from and understand emerging service issues, systemic barriers, drivers of conflict and gaps impacting service delivery, ensuring lived experience, cultural knowledge and community priorities inform service responses and improvement.
6. Support advocacy and systemic change agendas identified by the PGG by bringing together community knowledge, lived experience, cultural authority, practice learning and service data to inform improved responses across justice and other systems.
7. Strengthen referral pathways and collaborative responses between Apurte-le Mpwareme, community organisations, justice agencies and other relevant services.
8. Support Coordination of community-led peacemaking processes with other community mediation programs, law and justice groups and other cultural authority groups across Central Australia.

9. Work collaboratively with justice agencies, service providers and stakeholders to support coordinated, community-led responses and ensure feedback informs ongoing service improvement.
10. In collaboration with the PGG, represent the service in external forums and communicate clearly about its purpose, approach and access pathways and role within the broader justice and community service system, consistent in line with partnership agreements.

Practice leadership and service management

11. Support the implementation and continuous improvement of the Peacemaking and Mediation Service model including referral pathways, intake and assessment, case coordination, safety planning and risk management.
12. Provide practice leadership and case consultation, including supporting family and conflict mapping and assisting in high risk and/or complex cases, including as a co-mediator where appropriate.
13. Lead workforce development including supporting staff wellbeing, through supervision, mentoring, reflective practice and support application of agreed practice standards and ethical approaches in community-led peacemaking processes.
14. Ensure appropriate policies, procedures and practice frameworks are developed, implemented and followed within the service, consistent with cultural governance processes, PGG direction and the objectives of Apurte-le Mpwareme.
15. Support the delivery and ongoing refinement of community-based Peacemaking and Mediation training in Town Camps and Mparntwe/Alice Springs Estate Groups.
16. Capture learning from service delivery, community engagement, evaluation and stakeholder feedback to inform recommendations for service improvement and adaptation.

Operations

17. Lead implementation of Apurte-le Mpwareme in line with PGG direction, cultural governance, partnership commitments and approved frameworks.
18. Develop and maintain operational systems, policies and procedures for recruitment, intake, referrals, workflow, risk escalation, documentation, reporting, WHS, remote travel, office management and team support.
19. Ensure staff and practitioners have the tools, systems and supports needed to deliver safe, culturally grounded and effective peacemaking responses.
20. Monitor service performance, outcomes, risks and emerging issues, and provide advice and recommendations to the PGG.
21. Oversee evaluation, data governance and reporting processes, ensuring information reflects community experience, practice learning and service outcomes, recognising data as story rather than numbers alone.
22. Oversee financial administration, expenditure monitoring and financial reporting to the PGG, consistent with approved budgets, partnership agreements and funding requirements.
23. Use learning from implementation, evaluation, community feedback and practice experience to strengthen operational systems and processes.

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