Position Description

Position title:	Corporate Operations Manager	**Reporting to:**	Director Mental Health
Program:	Mental Health	**Location:**	Headspace Darwin, Palmerston & Katherine
Approved:	Director Mental Health	**Date:**	NOVEMBER 2026
Comments:	The role is based in Darwin, with regular visits to Katherine and split time across Palmerston		

Organisation Statement

Anglicare NT is a registered charity and quality accredited provider of human services across urban, regional, and remote Northern Territory. We demonstrate our values through strength-based, culturally safe, trauma informed and inclusive practices. Child safety, social justice, community development and partnership approaches drive our work. We commit to being an employer of choice and we monitor our impact, respect lived experience and advocate to meet the needs of Territorians and our diverse communities. Our focus is to make a sustainable difference through place-based initiatives, collaboration, innovation, and the Partnership Support Service.

What we do

We provide services across the lifespan including: early childhood, child youth and family supports; aged care packages, community access, outreach, home support and volunteer visitors; NDIS support coordination and personal supports; community housing, transitional accommodation, tenancy support and homelessness responses; financial counselling, money management, gambling amelioration, micro finance and emergency relief; prison chaplaincy, post release accommodation and support; counselling, mediation and parenting education; refugee and migrant support; mental health initiatives, headspace centres, recovery and community awareness activities.

Purpose of the Position

You will join headspace, one of Anglicare NT's programs and a busy and innovative youth mental health service for young people aged 12 to 25 and their families. headspace offers mental health, medical, sexual health and other health-related services, along with vocational support and functional recovery groups. As Corporate Operations Manager, you will lead the corporate functions that support safe, efficient and youth-friendly service delivery across headspace Darwin, Palmerston and Katherine. You will report directly to the Mental Health Director and work closely with the Clinical Operations Manager, who holds overall operational and clinical leadership for the services and work closely with Anglicare NT's shared services. Your focus is keeping each site running smoothly and making sure the service stays financially sustainable. The role is based in Darwin, with regular visits to Katherine and split time across Palmerston. In this role, you will: Oversee practice systems, finance, workforce coordination and facilities across all three sites, including fleet management and ICT support. Coordinate formal agreements. You will manage the day-to-day administration of MOUs, SLAs and other agreements with consortium members, Primary Health Networks and co-located providers. Lead project management across all three sites, including service development initiatives, facility works, system upgrades and funded projects. Support quality, accreditation and compliance activities by providing operational evidence, helping develop policies and procedures, and supporting client satisfaction and reporting obligations. Partner with the Clinical Operations Manager on workforce planning, recruitment and onboarding, and help build a safe, supportive workplace culture. Clinical leadership and external stakeholder leadership remain with the Clinical Operations Manager and Director Mental Health

Selection Criteria

Position Specific Requirements

1. A relevant qualification in business administration, health service management or a related discipline (for example, a Diploma of Business Administration), or an approved tertiary qualification in Social Work, Psychology, Occupational Therapy or Nursing, plus at least five years' experience in a similar role within a health, mental health, primary care or community services environment.
2. Demonstrated experience in practice management or health service operations, with a track record of leading administrative or operational teams to provide seamless support to a busy multidisciplinary service, and a commitment to equity and diversity in the workplace
3. Extensive knowledge of business administration and reception processes, including accounts management, asset and facilities management, vehicle fleet management, ICT coordination and telecommunications
4. Strong financial management capability, including demonstrated competence in monitoring multiple budgets, Medicare billing and reconciliation, private practice administration, and the use of electronic medical record

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systems. Experience managing several concurrent budgets across a multi-site or complex service environment is highly regarded.

5. Demonstrated ability to contribute to quality improvement, accreditation and compliance activities, and to develop practical operational policies and procedures
6. Highly developed interpersonal, communication, organizational and problem-solving skills, with the ability to work effectively with health professionals, staff, young people and families from diverse cultural backgrounds, and manage competing priorities across multiple sites.
7. Personal integrity and a strong commitment to openness, honesty, inclusiveness, confidentiality, respect and high standards, along with a genuine passion for supporting services for young people and families, the ability to relate well to young people, and an understanding of professional boundaries
8. Demonstrated commitment to working respectfully and inclusively with Aboriginal and Torres Strait Islander people and culturally and linguistically diverse people, and demonstrated adherence to legislation, policies and procedures, including EEO, WHS, risk management and quality improvement practices

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated understanding of the issues that impact Aboriginal and Torres Strait Islander people.
3. Demonstrated ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.
4. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
5. Northern Territory Working with Children Clearance (Ochre Card).
6. National Police Criminal History Report (less than three months old) with acceptable outcome.
7. Ability to meet additional visa / overseas work compliance measures.
8. Northern Territory Driver's Licence.
9. Demonstrated currency of job specific vaccinations (and boosters).
10. First Aid Certificate (or willingness to obtain within agreed timeframe)

Key Responsibilities

1. *Practice Operations, Administration and Service Support*

- Provide direct line management to the Administration Team Leader.
- Support the administration team to deliver effective, efficient, youth- and family-friendly health services.
- Oversee the operational use of headspace software and data systems across all sites, in collaboration with Anglicare NT ICT department and the Clinical Operations Manager. Make sure systems are efficient, fit for purpose, and meet privacy and confidentiality requirements
- Oversee asset management systems, motor vehicle records and property records with the Administration Team Leader and key Anglicare NT staff.
- Work closely with the Clinical Operations Manager and Director Mental Health to meet reporting requirements
- Contribute to the development and review of operational policies and procedures that support consistent and effective service delivery.
- Make sure administrative data is entered accurately in the MasterCare EMR across all sites, including client registration, demographics, appointments and Medicare details
- Oversee consistent and accurate use of MasterCare EMR practice workflows across all sites. Escalate system issues, access needs and change requests to the Data Systems and Quality Lead Mental Health.
- Coordinate operational arrangements for co-located and visiting providers, including room bookings, site access, shared resources and referral pathways, in line with agreed MOUs and SLAs.

2. *Finance, Workforce, WHS and Operational Management*

- Oversee financial administration systems for service income and expenditure, with the Administration Team Leader and Anglicare NT Finance.
- Support the Director Mental Health with annual budget development and monthly financial monitoring in conjunction with Anglicare NT Finance
- Oversee the private practice component of the headspace centers. This includes:

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  - Medicare processing
  - Payments to private providers
  - Compliance with statutory bodies and Medicare requirements
  - General operations of the private practice model
- Monitor the financial terms of partnership agreements, MOUs and SLAs, including cost-sharing, in-kind contributions, rent and service fees, so arrangements stay viable and within budget.
- Develop and monitor project budgets. Report on spending against approved allocations and funding conditions
- Oversee the coordination of vehicle fleet and facilities management with the Administration Team Leader
- Work with the Clinical Operations Manager and Director Mental Health to support workforce planning and development
- Coordinate recruitment with Anglicare NT's People and Culture Team. Support the leadership team to onboard and orient new staff and private providers to the procedures and operations of the service.
- Manage and supervise direct reports, monitor staff performance and development, and address performance issues in line with Anglicare NT policies and procedures.
- Escalate industrial matters, staff complaints and other complex workforce issues to the Clinical Operations Manager and Anglicare NT's People and Culture Team.
- Maintain a safe workplace and an active risk management culture. Manage WHS occurrences, make sure risk assessments are completed, and fulfill WHS, incident and risk reporting obligations. This includes risks linked to projects, facilities works and partner activity on site.

3. *Quality, Accreditation, Data and ICT Systems*

- Work with the Data Systems and Quality Lead Mental Health and the Clinical Operations Manager on accreditation processes, document control, and policy and procedure development.
- Support quality and accreditation activities by providing operational evidence and implementing improvement actions across practice administration, finance, facilities and WHS
- Support compliance with contractual and reporting obligations required by headspace National, Primary Health Networks and other funders.
- Support client satisfaction activities across headspace sites with the Clinical Operations Manager and the Data Systems and Quality Lead Mental Health. This includes data collection, client satisfaction reporting and outcome monitoring.
- Oversee day-to-day operational coordination of ICT across all headspace sites, in collaboration with Anglicare NT ICT department
- Serve as the main operational point of contact for ICT matters across headspace sites. Liaise with Anglicare NT ICT department on hardware, software, network security, devices and telecommunications support

4. *Partnership Agreement Administration and Coordination*

- Maintain a central register of all current MOUs, SLAs and formal partnership agreements across Darwin, Palmerston and Katherine. Track key dates, renewal and review cycles, obligations, responsible contacts and compliance requirements.
- Coordinate the day-to-day operational administration of partnership agreements, including arrangements with consortium members, Primary Health Networks, co-located and in-reach providers, and other relevant organizations.
- Support the Clinical Operations Manager and Director Mental Health to prepare, review and renew agreements. Coordinate input from Anglicare NT Legal, Finance and Contracts teams, and make sure documents are current, approved and stored appropriately.
- Monitor operational compliance with agreed service levels, deliverables and reporting requirements under each agreement. Identify issues early and escalate concerns to the Clinical Operations Manager.
- Support the inclusion and implementation of appropriate privacy, confidentiality, data-sharing, information security and reporting provisions in partnership agreements, in line with contractual and accreditation requirements
- Coordinate the practical service interface arrangements within existing agreements, including room bookings, site access, shared resources, referral pathways and provider onboarding logistics
- Support culturally safe operational arrangements with Aboriginal and Torres Strait Islander organizations and communities, particularly in Katherine and surrounding regions, so agreements are put into practice in ways that

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reflect local needs.

- Prepare operational briefings, activity summaries and compliance reports on partnership arrangements for the Clinical Operations Manager, Director Mental Health and governance groups as required.
- Attend partnership, consortium and stakeholder meetings where an operational or administrative presence is needed. Provide implementation updates and follow up on agreed actions

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment and maintain pandemic related and job specific mandated vaccinations (and boosters).
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).

This position is graded at an Award Level whereby staff can be allocated for supervision on a temporary or permanent basis. Currently this position has up to 1 staff reporting to it.

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