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GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

DUTY STATEMENT

POSITION TITLE:	Corporate Services Manager / Chief Operations Officer (COO)
REMUNERATION/CONDITIONS:	In accordance with the Aboriginal Community Controlled Health Services Award
POSITION STATUS:	Full-time
DIRECTLY RESPONSIBLE TO:	DCEO / CEO
PERFORMANCE APPRAISAL:	6 month probationary period; performance reviews every 12 months thereafter
POSITION FUNCTION:	The Corporate Services Manager / Chief Operations Officer (COO) is responsible for leading and managing the organisation's corporate functions including finance, human resources, information technology, facilities, payroll, administration, and compliance. The role supports the CEO and Executive Team to ensure efficient and culturally safe operations that align with organisational strategy and community values.
MINIMUM SKILLS REQUIRED:	Relevant tertiary qualifications in Business Administration, Management, Finance, or a related field

POSITION SUMMARY

The Corporate Services Manager / COO is a key member of the Executive Team, responsible for overseeing day-to-day operations and ensuring that corporate systems and infrastructure enable high-quality, community-led service delivery. The role provides strategic and operational leadership across corporate services and works closely with department leads to ensure

compliance, efficiency, and sustainability. The COO fosters a culturally respectful workplace and strengthens the organisation's capacity to deliver on its mission.

RESPONSIBILITIES

Executive and Operational Leadership

- Provide high-level support to the CEO in organisational governance, planning, and decision-making
- Lead the development, implementation, and review of operational policies and procedures
- Oversee administrative and corporate service teams to ensure effective service delivery
- Support Executive and Board reporting through coordination of data, dashboards, and documentation

Finance and Asset Management

- Provide oversight of financial systems, budgeting, procurement, and reporting in collaboration with the Finance Officer / CFO
- Ensure compliance with funding contracts and financial regulatory obligations
- Oversee asset and fleet management, lease agreements, and capital works projects

Human Resources and Workforce Development

- Provide strategic oversight of human resources systems including recruitment, induction, contracts, and performance management
- Support workplace health and safety, employee wellbeing, and cultural safety in the workplace
- Ensure staff development plans are in place and align with organisational values and goals

Information and Communications Technology (ICT)

- Oversee ICT strategy, infrastructure, systems, and cybersecurity in collaboration with the IT Officer
- Ensure systems support secure and effective data collection, communication, and clinical workflows

Risk, Compliance and Quality

- Manage organisational risk frameworks, insurance, and incident response systems
- Support accreditation, certification, and audit processes across corporate areas

- Ensure compliance with legislative, funding, and governance requirements

Organisational Development and Projects

- Coordinate strategic planning, annual operational planning, and corporate goal setting
- Lead or support organisational change initiatives, reviews, and special projects
- Monitor internal performance indicators and support continuous improvement activities

MEETINGS

- Attend and contribute to Executive Team and Board meetings as required
- Participate in operational, staff, and planning meetings
- Chair or attend internal meetings across corporate portfolios

KEY PERFORMANCE INDICATORS

Focus Area	KPI
Operational Leadership	100% of operational policies reviewed within a 2-year cycle
Financial Management	Budget completed and approved annually; 100% of financial reports submitted on time
HR & Workforce Development	≥95% staff have current performance plans and training records
Risk and Compliance	All identified risks reviewed quarterly; 100% compliance audits completed annually
Corporate Support Systems	≥90% staff satisfaction with internal corporate services (as measured via staff survey)

PROFESSIONAL DEVELOPMENT

- Engage in leadership development and training in corporate governance, financial management, and cultural safety
- Stay up-to-date with relevant legislation, sector trends, and best practices in Aboriginal Community Controlled Organisations

ESSENTIAL SKILLS AND EXPERIENCE

- Demonstrated experience in executive or senior management roles within health, community, or Aboriginal-controlled organisations
- Strong leadership, team development, and problem-solving skills
- High-level financial, governance, and compliance knowledge
- Understanding of Aboriginal community control and commitment to community-led principles

- Excellent interpersonal and communication skills with cultural humility
- Experience in managing multi-disciplinary teams and corporate services portfolios

MANDATORY REQUIRMENTS

- Tertiary qualification in Business Administration, Finance, Management, or related field
 - Experience in an Executive or senior corporate management position
 - Demonstrated understanding of and commitment to the values and vision of Aboriginal Community Controlled Organisation
 - Aboriginality is highly desirable (as per Section 14 of the Anti-Discrimination Act 1977)
 - Current First Aid and CPR Certificate
 - Evidence of cultural awareness training or willingness to complete
 - Current National Police Check
 - Current Working with Children Check or equivalent clearance
 - Current Driver's Licence
 - Compliance with all organisational policies and procedures
 - Adhere to confidentiality and privacy requirements in line with the Health Records and Information Privacy Act 2002 (NSW) and other relevant legislation.
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SIGNATURE & ACKNOWLEDGEMENT

I agree to abide by the standards and policies and have read and understood the job description and agree to comply with same.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____