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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:	Program Manager / Community Services Manager
REMUNERATION/CONDITIONS:	In accordance with the Aboriginal Community Controlled Health Services Award
POSITION STATUS:	Full-time
DIRECTLY RESPONSIBLE TO:	CEO / DCEO
PERFORMANCE APPRAISAL:	6 month probationary period; performance reviews every 12 months thereafter
POSITION FUNCTION:	This position will oversee program design, staff management, service delivery, compliance, funding accountability, evaluation, and cultural integrity of all community services under their remit. The role is key in maintaining strong relationships with community, Elders, funding bodies, and partner organisations.
MINIMUM SKILLS REQUIRED:	High-level management, leadership, and stakeholder engagement skills. Deep understanding of Aboriginal and Torres Strait Islander cultural protocols, community needs, and historical context

POSITION SUMMARY

The Program Manager / Community Services Manager is responsible for the strategic oversight, coordination, and continuous improvement of social and cultural programs that support the health, wellbeing, and cultural identity of Aboriginal and Torres Strait Islander peoples. This includes managing multidisciplinary teams across Alcohol and Other Drug (AOD) services, family

and domestic violence supports, social work, cultural programs, youth and family supports, and SEWB initiatives. The role ensures all programs are delivered in line with community priorities, organisational values, funding requirements, and cultural safety principles.

RESPONSIBILITIES

Program and Service Management

- Provide daily management and leadership of social and cultural programs, including AOD, domestic violence, social work, SEWB, youth and family services, and cultural revitalisation programs
- Ensure programs are culturally safe, trauma-informed, and person/family-centred
- Develop and implement operational plans, service models, and procedures for all programs
- Monitor program performance, targets, and outcomes against KPIs and funding agreements
- Coordinate the integration of cultural healing and cultural knowledge into all programs

Leadership & Team Support

- Lead, support, and supervise a multidisciplinary team of program coordinators, caseworkers, social workers, AOD staff, youth workers, SEWB workers and cultural facilitators
- Conduct regular team meetings, supervision sessions, performance reviews, and professional development planning
- Promote a collaborative, inclusive, and culturally strong team environment
- Support succession planning and capability building of Aboriginal staff

Stakeholder Engagement & Partnerships

- Build and maintain strong, respectful relationships with community members, Elders, partner organisations, government agencies, and funding bodies
- Represent the organisation at interagency networks, forums, community meetings and regional/national advisory groups
- Support community consultation and codesign activities to ensure programs are community-led

Compliance, Reporting & Quality Improvement

- Ensure programs comply with relevant legislation, funding contracts, accreditation standards, and organisational policies (including safeguarding, WHS, and risk)
- Monitor and report on program outcomes, budgets, client data, and community impact
- Oversee internal audits, evaluations and implement service improvements
- Lead risk management, incident review, and safeguarding strategies across all community programs

Funding & Resource Development

- Contribute to the preparation of grant applications, tenders, funding submissions and reports
- Monitor budget allocations, resource needs, and procurement
- Support the strategic growth and sustainability of community programs

Cultural Integrity and Community Engagement

- Embed cultural frameworks, community priorities and Aboriginal worldviews into all service delivery models
- Ensure programs support the cultural identity, self-determination, and healing of individuals and families
- Promote and support participation in cultural events, ceremonies, bush camps, and language or traditional knowledge programs

MEETINGS

- Facilitate team meetings.
- Assist in all-staff meetings coordination.
- Attend interagency, community or case planning meetings as required
- Stakeholder and partnership meetings as required

KEY PERFORMANCE INDICATORS

Focus Area	KPI
Program Delivery	≥90% of programs delivered on time, on budget, and meet KPIs
Staff Management	≥95% of team members receive supervision, support and annual reviews
Compliance & Reporting	100% of funding reports and audits submitted on time
Cultural Safety	≥90% of program participants report culturally safe experience
Community Engagement	≥3 community consultations or codesign sessions held per year

PROFESSIONAL DEVELOPMENT

- Participate in annual cultural immersion or community-led learning activities
- Attend training in trauma-informed leadership, program evaluation, grant writing, and safeguarding
- Maintain currency of knowledge in community service models, legislative frameworks, and cultural safety practices

ESSENTIAL SKILLS AND EXPERIENCE

- Minimum 3 years' experience in a program management or senior leadership role in a community, social, health, or Aboriginal organisation
- Demonstrated cultural competency and commitment to Aboriginal community self-determination
- Experience managing multidisciplinary teams and complex service delivery
- Strong report writing, data analysis, and project management skills
- Excellent interpersonal skills and ability to work collaboratively with diverse stakeholders

MANDATORY REQUIREMENTS

- Tertiary qualifications in Community Services, Social Work, Psychology, Public Health, Human Services, or related field (or equivalent experience)
- Aboriginality is highly desirable (as per Section 14 of the Anti-Discrimination Act 1977)
- Mental Health First Aid (or willing to obtain)
- Current CPR Certificate
- National Police Check
- Working With Children Check
- 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.

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: _____