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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.

[Insert Organisation's Letterhead / Header]

DUTY STATEMENT

POSITION TITLE:	Program Officer
REMUNERATION/CONDITIONS:	In accordance with the Aboriginal Community Controlled Health Services Award
POSITION STATUS:	Full-time
DIRECTLY RESPONSIBLE TO:	Programs Manager / DCEO
PERFORMANCE APPRAISAL:	6 month probationary period; performance reviews every 12 months thereafter
POSITION FUNCTION:	To support the design, coordination and delivery of culturally grounded community programs that promote connection to culture, social and emotional wellbeing, and health education. The Program Officer will ensure all activities align with community values, strengthen cultural identity, and support whole-of-community health and healing.
MINIMUM SKILLS REQUIRED:	Experience in coordinating community programs, events, or engagement activities

POSITION SUMMARY

The Program Officer plays a key role in planning and delivering community-based programs, activities and events that are culturally safe, responsive and supportive of Aboriginal ways of knowing, being and doing. The role supports connection to culture, language, Country and Elders as a foundation for health and wellbeing. The Program Officer works collaboratively with internal teams and external partners to ensure programs are well-resourced, inclusive and reflective of community priorities.

RESPONSIBILITIES

Program Planning & Delivery

- Coordinate and support the delivery of cultural programs, including healing camps, yarning circles, NAIDOC events, men's and women's groups, youth engagement and intergenerational learning activities.
- Assist in the co-design of programs with community members, Elders, and local leaders to ensure cultural integrity and community ownership.
- Ensure all programs are trauma-informed and promote cultural safety and wellbeing.
- Monitor participation and engagement levels, ensuring programs are inclusive and accessible to all age groups.
- Support transport, catering, materials and logistical planning to ensure smooth program delivery.

Community Engagement & Cultural Safety

- Build strong, respectful relationships with community members, Elders, Traditional Owners and service users.
- Act as a cultural connector between staff and community, ensuring two-way communication.
- Support Elders and cultural facilitators to participate in programs with appropriate support and respect.
- Promote cultural knowledge-sharing, storytelling, language and identity building in all program work.

Program Evaluation & Reporting

- Support the collection of program data including attendance, feedback and outcomes.
- Assist in preparing reports for funding bodies, organisational leadership and community feedback.
- Support continuous quality improvement by identifying opportunities for program enhancement.
- Maintain documentation and administrative systems in line with organisational requirements.

Partnerships & Collaboration

- Liaise with external stakeholders and partners to support collaborative delivery of programs (e.g., schools, youth organisations, cultural centres, land councils).
- Represent the organisation at relevant community and interagency meetings and events.

Work Health & Safety (WHS) & Governance

- Ensure cultural activities and community gatherings are carried out safely with appropriate WHS risk assessments.
- Follow all organisational policies and procedures including mandatory reporting, privacy, and confidentiality.

MEETINGS

- Participate in team meetings and program planning sessions
- All staff meetings
- Stakeholder and partnership meetings as required

KEY PERFORMANCE INDICATORS

Focus Area	KPI
Community Engagement	≥5 cultural programs or events delivered annually
Cultural Safety	≥90% positive feedback from participants and community stakeholders
Collaboration	≥2 partnerships established/maintained annually

PROFESSIONAL DEVELOPMENT

- Participate in professional development and cultural learning opportunities
- Undertake relevant training in program management, facilitation or trauma-informed practice
- Attend community and cultural events to maintain connectedness and learning

ESSENTIAL SKILLS AND EXPERIENCE

- Strong understanding of Aboriginal culture, kinship, and community protocols
- Demonstrated experience working in community engagement or program delivery
- Excellent communication and interpersonal skills
- Ability to coordinate events or programs and manage logistics
- Commitment to culturally safe, inclusive and strengths-based practice

MANDATORY REQUIRMENTS

- Aboriginality is an essential requirement under Section 14 of the Anti-Discrimination Act 1977 (NSW)
- 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: _____