



## POSITION DESCRIPTION

<b>Position title:</b>	Operations Manager
<b>Status:</b>	Full time
<b>Location:</b>	Circular Head
<b>Classification level:</b>	Level 5
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Reporting to:</b>	Board of Directors
<b>Date Approved:</b>	2025

### Position Objective

The importance of Aboriginal community and cultural inclusiveness is to be in the forefront of decision making in the daily operations of the organisation.

The incumbent must ensure the CHAC values, vision and mission is imbedded throughout their day to day operation and is promoted to the community in all its activities.

Manage and develop the team of staff that report directly to the role and ensure that the overall operational component of the business maintains financially sound which includes seeking out potential viable income streams through Grants, funding bodies and business opportunities. The role is to ensure CHAC is operating in line with regulatory and legislative requirements covered by CHAC working closely with the Compliance & Risk Administration Manager and reporting directly to the Board of Directors.

### Level of Responsibility

This position has the necessary Authority to take any reasonable, responsible actions consistent with the objective of the position, subject to any limitations imposed by CHAC policies and the Board of Directors.

Financial approval is in accordance with Delegation of Authority and Financial Management policies. All financial undertakings within the financial approval limitations are to be taken to the Board of Directors. The Operations Manager has significant delegated Authority`.

The incumbent is expected to work with the executive management team and initiate, formulate and promote extensive projects or programs which improve CHAC's goals and objectives. The incumbent is to identify current and future options and the development of strategies to achieve desired outcomes which would be presented to the Board of Directors for approval.

The incumbent is required to have a high level of proficiency in the application of theoretical approaches in the search for optimal solutions to new problems and opportunities.

## Roles and Responsibilities

The Operations Manager will be responsible for, but not limited to, the following key tasks and duties:

### Management:

- Day to day, oversee and manage the administrative, property and operational function within CHAC including oversight of Children & Schooling function;
- Contribute to all process stages of business development planning activities from commencement to Board of Directors approval, with subsequent implementation, review and finalisation;
- In consultation with all Management team members, develop efficiency improvements and identifiable beneficial process changes affecting-service delivering planning, management and reporting, staffing utilization, productivity and resource utilization;
- Assist improvement changes affecting program funding applications, tender submissions and business bid process activities at all stages from start up through costing, support justification, information assembly and presentation, negotiation, review, acceptance and finalisation in conjunction with the management team;
- Assist management team with administrative process, information recording and reporting arrangements applicable to the key programs and activities of the corporation;
- Achieve financial efficiencies and value for money outcomes for the effective administration requirements of CHAC in respect of purchasing of goods and services including those from consultancies and professional providers, as per purchasing limitations and policy;
- Oversee the current operational plan, goals, policies, and both short- and long-term objectives that link in with Strategic plan of the organisation in consultation with Board and Management team;
- Develop and deliver with the Management team primary operational goals, policies, plans, and both short- and long-term objectives for the improvement of the organisation and implement these in conjunction with the Board of Directors;
- Search out business opportunities and work collaboratively with the Management team and Board of Directors.

### Asset Management:

- Supervision and management of maintenance of CHAC premises in conjunction with Board of Directors;
- Oversee the management of Assets and Asset register making sure all permits are in order, and report to Board of Directors on a quarterly basis;
- Oversee management of volunteers, WWVP & Police Checks, Inductions and the like have been followed up and filed;
- Manage insurance and relative operational licenses in conjunction with Compliance and Risk Administration Manager and report to Board of Directors as required;
- Work with IT Administrator to ensure electronic systems are safe with the most effective protection for CHAC are in place;
- Ensure Trawmanna property is being utilised to the best advantage in accordance with CHAC Board requirements.

### Community & Culture

- Represent and promote CHAC to the community, government agencies and all relevant stakeholders and government departments from an operational view;
- Ensure Culture and Guiding Co-ordinator has the right resources to perform to a professional level with their duties;
- Ensure all CHAC employees have a good understanding in regard to Aboriginal Culture and how it links to local environment.
- Work with the PR Co-ordinator to ensure that the best public and internal image of CHAC is portrayed in all interactions.

#### Human Resource & OH&S:

- Ensure yearly Performance Appraisal processes occur with the CHAC management team to in accordance with CHAC policy to include all team employees;
- Oversee and manage, in conjunction with the Compliance & Risk Administration Manager, the OH&S requirements of CHAC and formulate and follow a plan to ensure Health & Safety of all employees;
- Ensure CHAC team meetings occur in line with Policy to share relevant workplace information;
- Assist with recruitment and other HR activities of CHAC from time to time;
- Attend Board Meetings as required.

#### **Other Responsibilities**

- To not engage in other employment or employment contract which may result in a direct or in-direct conflict of interest with CHAC;
- To promote and maintain a positive professional image for CHAC activities, both internal within the organisation, and external to businesses and the wider community;
- In association with Board of Directors and other CHAC Managers, comply with the Corporations Act and general law including duty of care and due diligence, good faith, disclosure of material personal interests, not to improperly use position or information and to prevent insolvent trading;
- Comply with all CHAC's policies and guidelines;
- Have a sound understanding of WH&S Act 2012 and responsibilities of CHAC, and take reasonable care for your own health and safety and ensure that an act or omission that you do not adversely affect the health and safety of other persons;
- Participate in Audits required by external parties in regard to Corporate Governance, Quality Standard Governance (NDIA and Aged Care) and WH&S where the organisation requires;
- Maintain an active awareness of risk management issues and practices concerning the workplace and within the role that could cause concern, embarrassment or liability to CHAC;
- Actively participate in continuous improvement through change initiatives and identification of improvements in the delivery of all programs
- Any other duties as required and within your competency.

#### **Performance Targets and Indicators**

Performance targets and indicators are included in a performance appraisal, which will be reviewed and amended as required.

## Selection Criteria - Qualifications, Skills and Experience

- Understand Aboriginal societies and culture and the issues affecting these people in contemporary Australian society and the diversity of circumstances of Indigenous people;
- Display a high standard of ethics and attitude of discretion and integrity to inspire trust and confidence and have a mature pleasant disposition;
- Be motivated and have ability to co-operate with other staff in a team environment along with building and maintaining co-operative relationships as well as deal with grievances and follow procedural fairness requirements;
- Ability to work co-operatively with professionals in other related agencies;
- Demonstrated relationship management skills;
- High level of verbal and written communication skills along with proficiency in the application of computer packages;
- Practical experience in WH&S and Risk Management and the concept of continuous improvement;
- Degree level management certification, or an equivalent level of expertise and experience to undertake the range of activities required;
- Fully completed COVID-19 vaccination, current unrestricted driver's licence, police check and WWVP clearance are a definite requirement.

## Acceptance

### The Employee

#### Acceptance of Responsibilities

I have read the requirements and responsibilities outlined in this position description, CHAC's Code of Conduct and Employment Terms and Conditions and agree to meet and adhere to these and have my employment monitored and evaluated in relation to my performance in the role as detailed throughout this document.

I further acknowledge that my duties may be varied from time to time.

Name:

Signature:

Position: ..... Date: .....