



### POSITION DESCRIPTION

|                                      |                            |  |
|--------------------------------------|----------------------------|--|
| POSITION TITLE:                      | CDP Office Manager         |  |
| DIVISION / SECTION:                  | Community Services         |  |
| SUPERVISOR:                          | Community Services Manager |  |
| STATUS (FTE):                        | 1.0 FTE                    |  |
| NO. OF POSITIONS REPORTING DIRECTLY: | Up to 15 staff             |  |

#### ABOUT BAWINANGA ABORIGINAL CORPORATION [BAC]:

BAC is a large and complex regional community development organisation providing services to homelands in the Maningrida region, administering some 50 grants and managing a suite of businesses and programs including: Housing, Civil Works, Essential Services, Bábbarra Women's Centre, Bawinanga Rangers, Barlmarrk Supermarket, Fuel Supplies, Mechanical Workshops, Arts and Culture/Djomi Museum, Wild Foods Café, Community Patrol, Employment Services and Money Management Services.

BAC is governed by a Board of Directors who are elected by corporation members every two years. BAC enacts policies developed at the executive level through the leadership of the CEO and the Senior Management team.

BAC's mission is to improve the lifeways of our people on land and sea to preserve and grow culture and language.

BAC is a values-based organisation with an emphasis on: Trust, Respect, Transparency, Innovation and Partnership. These are principles and behaviours we display when working together.

#### PRIMARY RESPONSIBILITIES:

This position is responsible for leading the Office Administration of CDP to ensure effective and efficient service delivery of the Community Development Program in line with the Australian Federal Government contractual requirements. This is a hands on role where you will be expected to practically support your team in providing services to our community. While reporting to the Community Services Manager, primary areas of responsibility include:

#### KEY POSITION RESPONSIBILITIES:

- Develop and maintain effective working partnerships with internal and external business partners, government agencies, sub-contractors, community and local councils, Hosts, elders and land councils, industry bodies, major employers, and other key stakeholders to meet contractual requirements.
- Work in a relationship of cooperation with Activity and Engagement Officer, in the development and implementation of a range of meaningful Maningrida CDP Work for the Dole Activities to develop the skill and capability of local Aboriginal & Torres Islander people to be job ready and to meet their DHS mutual Obligations.
- Implement Desktop auditing and maintain Training Performance Improvement Plans with all Employment Consultants.
- Drive initiatives to maximise volunteer jobseekers entering WFD activities.
- Drive re-engagement initiatives to minimise Non-Attendance Reporting and encourage attendance at appointments and Activities.

- Achieve satisfactory performance with half yearly Provider Performance Reviews assessed and measured by National Indigenous Australians Agency (NIAA).
- Ensure WH&S practises are well documented, suitable training is delivered to all Administration staff as required.
- Achieve regional employment targets (RET), drive job placement activities, that will achieve 13 & 26-week outcomes.
- Development and implementation of strategies to ensure all Job Plans meet Contractual requirements.
- Lead, develop, support, and motivate Employment Consultants and Liaison Officers to deliver business & employment outcomes.
- Develop and maintain register for internal training opportunities including LL&N and driver training modules.
- Manage all complaints and feedback in a professional manner and evidence is captured in accordance with our contractual requirements.
- Ensuring services meet BAC's professional standard, always pass public scrutiny, and programs follow all federal and state legislation, funding regulations/requirements, certifications, and licensing requirements.
- Attract and retain talented local people to drive results and ensure high performing teams that are passionate about what they do and are committed to continuous improvement and growth.
- Promote good news stories that can be shared through Social Media and with internal and External Stakeholders.
- Ensure the delivery of the CDP program and KPI's met BAC & NIAA expectations are met in a manner that reflects and responds to continuous improvement principles.
- At all times working towards CDP financial targets through the effective management of staffing, budgeting, and purchasing of appropriate resources and efficient program administration.

## **SELECTION CRITERIA:**

### **Essential:**

1. Demonstrated success in Community Development Program ECSN System Operation and Administration Management with relevant training qualifications, auditing skills and experience in frontline Management.
2. Strong training & mentoring skills and extensive experience in building, managing and motivating teams.
3. Comprehensive knowledge and compliance of contractual obligations and meeting different legislative requirements under the Australian and Territory Governments Advanced computer skills including, Excel, word processing, spread sheets, asset registers and CDP task management database to accurately record, document and report on activity and engagement outcomes.
4. Proven experience to work effectively in culturally diverse teams and in cross-cultural contexts, including excellent relationship building skills to motivate and build rapport with others.
5. Strong communication, negotiation, assessment, and observation skills with an ability to rapidly create understanding to apply new learning and customer service focus.
6. Well-developed management, planning, time management and organisational skills to manage competing deadlines, balance relationships and remain compliant within government operational guidelines.
7. Demonstrated capacity to prepare quality written reports, minutes, briefings, plain language community information tools and other materials as required.
8. Ensure all activities are compliant with requirements of the WHS legislation and regulations.
9. Demonstrated ability to build and maintain strong, lasting relationships with a broad range of stakeholders.
10. Demonstrated cultural competency relevant to WFD and CDP contractual requirements.
11. Current Drivers Licence, OCHRE Card and First Aid Certificate

### **KNOWLEDGE:**

- Knowledge of regional labour market trends, employment skills shortages
- Comprehensive knowledge of the employment services industry (contractual obligations, guidelines, management, and performance systems).

- The Department Code of Conduct and Service Guarantees.
- WHS, HR & relevant legislative requirements e.g., WHS, privacy, Fair Work Act, disability & other discrimination, Social Security Act, etc.
- Intermediate knowledge of PC based applications e.g., Microsoft Office, database applications.
- Ability to understand and work within complaints and conflict resolution procedures.

**Desirable:**

1. Experience working for a community development or not-for-profit organisation.

---

**Approval:**

Ingrid Stonhill  
Chief Executive Officer, BAC

---

Signature

Date