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Group Manager, Operations

Role:	Group Manager, Operations
Reports to:	Chief Executive Officer
Direct reports:	Manager ACMP Manager Guardianship & Commissioning Manager IFBS & Growth and Partnership Closing the Gap Engagement
Hours:	Fixed Term, Full Time (35 hours / week)
Award:	Salary range 100k-120k, commensurate with experience (not-for-profit salary packaging available) plus, superannuation.
Business unit:	Operations

ABOUT ABSEC

AbSec (NSW Child, Family and Community Peak Aboriginal Corporation) is the peak Aboriginal organisation in the NSW child and family welfare sector. We provide an Aboriginal perspective on child protection and out-of-home care policy to the NSW Government, and support the Aboriginal community-controlled sector to deliver effective services for Aboriginal children and families. We are a not-for-profit, incorporated community organisation, governed by an all-Aboriginal board.

AbSec Learning and Development Centre (AbSec LDC), a subsidiary organisation and registered training organisation. AbSec LDC is the only registered training organisation in NSW owned and managed by Aboriginal people in the child and family support sector, offering recognised qualifications in disability support, family welfare and child protection, as well as governance, leadership and management.

OUR VISION

Aboriginal children and young people are looked after in safe, thriving Aboriginal families and communities. They are raised strong in spirit and identity, with every opportunity for lifelong wellbeing and connection to culture.

OUR PRINCIPLES

- **Acknowledgement and respect** – acknowledging the diversity of all Aboriginal nations and respecting traditional owners of the land, constantly reminded by Elders, and cultural knowledge of communities to inform our action
- **Professionalism and integrity** – acting with the highest level of professionalism for our communities, ensuring our integrity will not be compromised in striving for the provision of quality, culturally responsive and accessible supports
- **Self-determination** – ensuring that our focus is underpinned by the rights of Aboriginal people to make decisions that impact their lives, recognising the interests of Aboriginal children, young people, families and carers, and communities in all that we do
- **Independence and solutions focused** – serving the interests of Aboriginal children, young people, families, people with disability, communities and the organisations that support them to deliver holistic approaches to issues impacting them
- **Transparency and commitment** – remaining committed to our people in everything we do, ensuring our actions are clear and promoted at every opportunity

PURPOSE OF THE POSITION

The Manager Operations primarily responsible is to lead a dedicated team in engaging with Aboriginal agencies and communities to support good practice in meeting standards and benchmarks, and build capacity of a growing Aboriginal community controlled sector in the human services system, specifically within the Aboriginal child and family sector in NSW.

Strategically represent the organisation on critical and sensitive issues, ensuring focus on support and sustainability for the Aboriginal sector in their provision of vital services and supports to Aboriginal children, young people, families and communities in NSW.

KEY ACCOUNTABILITIES

Strategic

- Maintaining strategic partnerships and relationships within the organisation, and externally, to collaboratively achieve business objectives and deliver outstanding support services.
- Lead team/s, with significant autonomy, to achieve core accountabilities and priorities allocated to them. The position is directly accountable for achieving organisational outcomes aligned within the AbSec Strategic Plan, and key accountabilities relating to funding objectives.
- The position holder has responsibility for identifying challenges and opportunities to the Chief Executive Officer for the organisation to advance against objectives, as a collective unit representing the sector.

Operational

- Oversee the delivery of sector-wide capacity building, practice support, and system support activities that aim to provide quality services to Aboriginal children, young people, families and communities
- Oversee the programs offered by AbSec and ensure that they are carried out within budget and to a standard acceptable to the funding bodies, membership and community;
- Oversee the delivery of sector-wide strategic development plans that support growth and sustainability of a connected and networked Aboriginal community controlled sector
- Lead the development of opportunities to enhance the organisation's functions in relation to practice support, to explore quality, outcomes-driven activities, particularly against relevant standards and in a sustainable way for the organisation
- Lead the implementation of activities to build capacity and change within the Aboriginal community controlled sector towards an Aboriginal child and family service system, delivering quality, outcomes based, holistic supports in Aboriginal communities across NSW
- Lead the development and implementation of cultural practice support and cultural engagement activities to embed cultural connection in service provision within both the Aboriginal and non-Aboriginal sector
- Oversee the management, coordination and delivery of strategic plans and priorities as to meet AbSec obligations to its stakeholders
- Lead, direct and manage teams charged with the delivery of core priorities in a performance driven environment, including contribution to annual business plans and reporting on progress
- Drive key working relationships with oversight bodies to identify systemic improvement opportunities that the organisation could undertake, as part of an industry development function

Performance goals

- Working to ensure a cohesive and collaborative Aboriginal sector, building up capacity and capabilities to deliver quality outcomes-based services for Aboriginal children, young people, families and communities
- Delivering achievements against plans and priorities, and reporting on those to ensure transparency and accountability back to Aboriginal communities and members

- Developing and articulating implementation plans for sector-wide strategies that aim to work towards a holistic Aboriginal child and family focused sector
- Building and maintaining system support services, such as family-led decision making to ensure program viability, successful delivery and good outcomes for participants
- Negotiating and delivering successful partnerships to achieve AbSec objectives and leverage further opportunities for the Aboriginal sector, ensuring quality cultural supports for Aboriginal children, young people, families and communities
- Establishing and maintaining a well-functioning, high performing team within AbSec, charged with key objectives that work to build on AbSec's priorities as an Aboriginal peak organisation representing the interests of Aboriginal community controlled agencies and Aboriginal communities
- Upskilling team members to inform effective succession planning, and supporting own professional development to successfully achieve position objectives

- Organisational Contribution**
- Work collaboratively with members of the Leadership Team to achieve AbSec's strategic goals.
 - Consistently acts in accordance with AbSec's values, challenges practices inconsistent with these values and uses values as a basis managing relationships and decision-making.
 - Comply AbSec Policies and Procedures, including WHS, Governance and Delegations.
 - Participate in organisational and professional development activities as directed.
 - Undertake other duties within the scope of this role, as directed.

- Key relationships for success**
- Chief Executive Officer and Group Managers.
 - All staff to ensure robust input into activities.
 - Aboriginal community-controlled agencies, including member agencies.
 - Local government representatives to inform about AbSec's agenda.
 - Non-government agencies to leverage support and negotiate opportunities or differences.
 - Aboriginal communities, children, young people, and families to source input and create awareness of project objectives.

SELECTION CRITERIA

Essential Criteria:

- Aboriginality is a genuine occupational requirement authorised in Section 14(d) of the Anti-Discrimination Act 1977 (NSW).
- Knowledge of the impacts of related government reform agendas and on a growing Aboriginal sector
 - Minimum of 3 years' experience of project management principles and experience in driving projects to a successful completion.
- Demonstrated experience in overseeing financial management of projects with multiple funding sources
- Demonstrated experience to manage staff and maintain relationships within internal and external stakeholders
- Demonstrated experience influencing and leveraging relationships to gain commitment to action that supports AbSec Strategic Plan objectives
- Demonstrated experience to lead a team to support Aboriginal and Non-Aboriginal Community to meet sector standards
- Understanding of Aboriginal issues and the importance of cultural connections for Aboriginal children, young people, families and communities
- Ability to support the continuous improvement of the growing Aboriginal community controlled sector
- Understanding of the NSW child protection system and out of home care systems
- Experience in developing resources using mainstream applications
- Minimum of three years' experience in a similar role
- Tertiary qualifications or extensive experience in the related area
 - Demonstrated experience in workforce planning, developing best-practice driving projects to a successful completion.

NOTES

- Applications must directly address the selection criteria and indicate level of experience and achievement in each area.
- The preferred candidate will be engaged on a fixed term contract
- Work outside of the normal hours of duty and some business travel may be required.
- Employment will be subject to a National Police Clearance and an NSW Working With Children Check. This is a core requirement of this role.
- The successful applicant will be required to respect AbSec policies and procedures; a full list of these will be provided upon employment.
- This position has been classified under the Social, Community, Home Care and Disability Services Industry Award 2010. Salary is subject to negotiation, skills, and experience.
- Appointment to this position of a person not currently an employee of ABSEC will be subject to a probationary period of 3 months.
- Aboriginality is a genuine occupational requirement, and documentation may be required to demonstrate.

To apply, interested applicants are required to address the selection criteria demonstrating their experience against each point, submit a cover letter (maximum two pages) and current CV (maximum five pages).

For Further Information: Please contact Tracey Keevers-Keller tkk@absec.org.au or 0295595299

Applications can be emailed to: recruitment@absec.org.au or posted to PO Box 604 Marrickville NSW 1475.

Applications Close: 28th May 2021