

Position Description

POSITION DETAILS

Position Title	First Nations Programs – RAP and Cultural Co-Ordinator		
Reports to	First Nations Team Lead – Cultural Programs		
Business Function	First Nations	Contract Term	ARRCS Enterprise Agreement
Direct Reports	0	Classification	SCHADS Level 4.1-4.4
Indirect Reports	0	Location	Northern Territory

REPORTING RELATIONSHIPS

Internal Key Relationships	Consumers within our care and their families/relatives Operational Team Members and Front-Line Leaders
External Key Relationships	Collaborate with third parties providing services to the organisation

OUR ORGANISATION

ARRCS work began in 2014 with aspirations to improve the quality of life for people living in regional and remote areas of Australia. Today, our commitment remains stronger than ever. We provide support to people across the Northern Territory through Residential Aged Care and Disability Services, Mental Health support, Childcare and Regional Home Care services and School Nutrition programs. We take a holistic approach, and a deep respect for all Elders and Aboriginal Cultures is at the heart of our work.

OUR COMPANY VALUES

Compassion	Respect	Justice	Working Together	Leading Through Learning
Through our understanding and empathy for others, we bring holistic care, hope and inspiration	We accept and honor diversity, uniqueness and the contribution of others	We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society	We value and appreciate the richness of individual contributors, partnerships, and teamwork.	Our culture encourages innovation and supports learning.

PURPOSE

The RAP and Cultural Co-ordinator is responsible for leading the planning, coordination, and implementation of the Reconciliation Action Plan (RAP) and associated initiatives to improve service delivery for Aboriginal and Torres Strait Islanders.

This includes managing communications, building strong relationships with stakeholders and communities, and supporting the development of culturally safe programs.

Key responsibilities involve organising and driving RAP committee activities, ensuring timely completion of RAP actions, and working collaboratively across departments to embed cultural competency and reconciliation goals throughout the organisation. The role also supports the Cultural Specialist team, provides cultural guidance to staff, contributes to the First Nations component of staff orientation, and assists with the rollout of the Cultural Competency Framework.

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KEY RESPONSIBILITIES

Service Delivery

- Lead the day-to-day planning, coordination and reporting of First Nations Reconciliation Action Plan and related projects that lead to increased service delivery for First Nations people.
- Manage communications through Marketing, Media relations, social media Teams.
- Work collaboratively with key stakeholders to implement and achieve positive outcomes for Aboriginal and Torres Strait Islander initiatives throughout the organisation.
- Create presentations, summaries and support materials to ensure better communication and companywide understanding of the RAP program to support growth and program development.
- Build and maintain mutually beneficial relationships that support and enhance the organisations capacity to deliver services to Aboriginal and Torres Strait Islander people.
- Utilise local networks with Aboriginal and Torres Strait Islander communities to promote reconciliation and positively represent ARRCS during engagement.
- Work with other ARRCS staff involved with the delivery of the RAP to actively promote, support and bring together the delivery of ARRCS RAP.
- Lead the organisation and establishment of the ARRCS RAP committee including terms of reference, set up of committee / membership and ongoing meetings.
- Manage, Deliver and Complete all assigned actions on Reconciliation Action Plan by established due dates.
- Collaborate with program and service managers and team members to deliver organisational commitments as set out in the Reconciliation Action Plan. Ensure that tasks, deadlines, and milestones are clearly defined, communicated, and tracked throughout the RAP lifecycle.
- Facilitate effective communication among RAP and project stakeholders, including team members, management, clients, and external vendors. Serve as the central point of contact for project-related queries, updates, and status reports.
- Identify and assess potential risks that could impact RAP timelines. Develop risk mitigation plans in collaboration with the Team Lead and team members to proactively address and minimize the impact of risks.
- Other support linked to FN programs as required. Constantly seek opportunities to improve and add value in the cultural programs space including the delivery of RAP Commitments.
- Assist the Cultural Specialist team to support the delivery
- Be an integral part of the Cultural Specialist team and support the delivery of programs orientated with that team.
- Step in and provide guidance to ARRCS staff in reference to cultural knowledge and
- Continue to provide guidance and content in the delivery of ARRCS First Nations section within ARRCS Orientation Program.
- Work with the Executive Manager and Team lead in the delivery of the ARRCS Cultural Competency Framework including a focus on orientation delivery and RAP.

Reporting, Administration and Documentation

- High level of computer administration skills including (where relevant) the management of Health care related databases (Procura / ComCare or similar)

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Quality, Safety and Risk Management

- Commitment to ensuring quality services are delivered to both internal & external clients through the quality, safety, and risk management system. Act in accordance with all relevant external legislation and internal ARRCS policies and procedures that relate to this position and the organisation.
- Understand the importance of the quality and safety system at ARRCS and assume responsibility for the delivery of the system through.
- Active participation in quality improvement activities.
- Actively participate in staff meetings
- Demonstrated knowledge of the Fire Safety and Evacuation Procedure
- Working knowledge of the ARRCS Infection Control, WHS and Manual Handling policies and procedures with an emphasis on promoting compliance amongst team.
- Be aware and comply with all Standards and Guidelines for Aged Care Services.
- Exercise due care and economy in the use of ARRCS equipment and supplies.

Personal Accountability

- Compliance with ARRCS's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of elderly and children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with ARRCS employees and external stakeholders in accordance with ARRCS's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Actively participate in initiatives to meet Reconciliation Action Plan and empowering of First Nations people within our employment and for those we serve in our positions.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.

SELECTION CRITERIA

Key skills and experience that the applicant requires to qualify for the role:

Qualifications – Essential

- Tertiary qualification in Leadership, Management, Project Management, or a similar discipline.

Qualifications – Desirable

- Certificate III in Training & Assessment

Experience

- Proven experience in a similar organisational role with demonstrated experience of achieving growth and business outcomes.

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- Demonstrated experience in coordination, sourcing, management and implementation of the organisation's pathways and entry level programs, specifically: Indigenous Employment Programs.
- Ability to reflect on own performance and seek guidance when required.
- Ability to problem solve and use initiative to maximise positive outcomes.
- Evidence of a current unrestricted driver's licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.

Mandatory Requirements

- NDIS Worker Screening or current Working with Children Card
- Current Influenza Vaccination
- National Police Check – Dated within 3 months.

Duties Statement

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Australian Regional and Remote Community Services. You will at times be required to work on other tasks and areas as directed by your manager or the ARRCS Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.