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**JOB TITLE** Chief Operating Officer (Identified)  
**DATE** July 2023  
**REPORTS TO** Chief Executive Officer

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## **JOB DESCRIPTION**

### **Purpose of role**

The purpose of this role is to provide overall leadership and management of the operational activities of Katungul, ensuring the effective implementation of the organisation's strategic plan, and overseeing day-to-day operations to achieve business objectives.

This role works collaboratively with the Executive Leadership team to lead and ensure Katungul achieves its strategic objectives in accordance with the strategic plan and will be responsible for providing leadership and strategic direction across all areas of the organisation and ensuring the efficient and effective management and development of staff, programs, projects, and any other resources in accordance with funding agreements, contracts, and relevant legislative requirements.

### **Main duties and responsibilities**

Core objectives include:

- Work with the CEO and the Executive Leadership team to develop and implement the strategic plan for Katungul.
- Manage day to day operation issues and responses in consultation with the CEO as required.
- Provide leadership and oversight for all operational activities and programs at Katungul.
- Ensure that Katungul's operations are efficient, effective, and aligned with its mission and values.
- Establish and maintain strong relationships with internal and external stakeholders, including funders, partners, and clients.
- Develop and implement policies and procedures to improve operational efficiencies, ensure compliance with regulatory requirements, and manage risks.
- Lead the development and implementation of performance metrics and reporting systems to measure progress against strategic objectives.
- Provide leadership and guidance to the management team and other staff, fostering a culture of high performance and accountability.
- Represent Katungul in public forums, conferences, and other events, as appropriate.
- Continuously monitor the external environment, including market trends, regulatory changes, and emerging

opportunities, and make recommendations for adjustments to the strategic plan as necessary.

The above list is not exhaustive, and the role may change to meet the overall objectives of the company.

**Other duties**

Fulfil other duties as required by management and other department personnel as requested/required.

## PERSON SPECIFICATION

**Qualifications**

- Tertiary qualifications in business or management or related discipline (preferred)

**Experience**

- Experience working in the health care sector, preferably in an Aboriginal Community Controlled Health Organisation (ACCHO) context.
- Strong leadership and management skills, with at least 10 years of experience in a senior leadership role.
- Excellent communication, interpersonal, and relationship-building skills.
- Strong analytical and problem-solving skills, with the ability to make data-driven decisions.
- Demonstrated ability to lead change and achieve results in a complex environment.
- Strong financial management skills, including budgeting, forecasting, and financial analysis.
- Experience in working with different systems and information and communications technology.

**Knowledge**

- Excellent knowledge and understanding of the cultural and social needs of Aboriginal peoples combined with continuing respect and support for Aboriginal cultural practices in dealing with clients, their families, communities and staff.
- Knowledge and understanding of Government policy directives, priorities and approaches in achieving Aboriginal health and wellbeing.
- Knowledge of financial management, budgeting and accounting practices.
- Knowledge of contract and project management systems and tools to oversee effective business operations
- Knowledge of health funding, programs and services to identify service needs and requirements of service to improve health outcomes of Aboriginal community
- Knowledge, understanding and commitment to quality and safety and continuous quality improvements
- Knowledge, understanding and commitment to child safety.
- Working knowledge of Aboriginal community aspirations
- Knowledge and capability of outcome measurement frameworks.
- Knowledge of employment relations law, trauma informed and strengths-based practices and emotional intelligence.

**Skills & competencies**

- High level strategic, conceptual and analytical skills
- Highly developed business, financial and risk management skills
- Proven ability to build organisational culture, manage people and change.
- Highly developed communication and negotiation skills with demonstrated ability to engage effectively with staff, communities, stakeholders at all levels of government.

**Personal attributes**

- Trauma informed and person-centred approaches to support outcomes and approaches in a culturally appropriate method.
- Emotional intelligence and ability to support complex and diverse challenges faced by staff and community.
- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive approach to change.

**Other**

- Clean driving licence (essential)
- Working with Children Check (essential)
- NDIS Screening Check (essential)

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

**ACKNOWLEDGEMENT**

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I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

**SIGNED BY YOU**

.....  
Employee

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Date

**SIGNED BY MANAGEMENT**

.....  
Manager

.....  
Date