

CatholicCare NT Role Description

Position Title		Regional Manager Tiwi Islands
Position Number		CC2442
Salary		Base Salary SCHADS Grade 8 Plus superannuation, 17.5% leave loading and salary packaging option
EFT		Full time 38 hours per week Monday to Friday 8:30am – 5pm
Location		Tiwi Islands based in Wurrumiyanga
Commencement		ASAP
Completion		Ongoing
Last Reviewed		Jan 2025

1. Program Description

This position description statement is to provide you, as an employee of the CatholicCare NT (CCNT) team involved in delivering our organisation's services, with a description of your role and your responsibilities in helping to deliver our services.

CCNT is a Catholic social service agency established in the Diocese of Darwin, in 1993. We provide services throughout the NT, including service centres in Darwin, Palmerston, Malak, Tiwi Islands, Daly River, Wadeye, Jabiru, Maningrida, Katherine, Tennant Creek, Alice Springs, Santa Teresa, Titjikala, Finke and APY lands.

2. Purpose of the Position

The Regional Manager is responsible for providing onsite leadership and operational management in the Tiwi Islands region in order for CCNT programs to meet their objectives.

This position has a critical role in maintaining CCNT's reputation for high quality and effective service delivery. The person in this position must be a strong leader and have the capacity to lead and manage a diverse range of programs that currently includes NDIS, AOD, Financial Wellbeing, Suicide Prevention, Youth Behaviour Change, Indigenous Sports Program, Safe House and Childcare. The ability to work well with operational staff, multiple program managers and senior managers in complex environments will be important. The ability to provide and oversee staff supervision that builds leadership and internal capacity to meet program requirements is of vital importance to this role. You will form part of the leadership of the organisation and will contribute to the development of the whole organisation.

3. Organisational Relationships

Significant delegate authority and reports to the General Manager Operations.

The position is responsible for the supervision and direct management of Lead Practitioners and/or Team Leaders, a Regional Administration Officer and other designated operational roles in the regional structure. Delegation is clearly outlined in the CCNT Organisational Chart.

4. SCHADS Grade 8 Characteristics

- Subject to broad direction from senior officers and will exercise managerial responsibility for the organisation's relevant activity.
- May operate as a senior specialist providing multi-functional advice either to various departments or directly to the organisation.
- Subject to broad direction from management/the employer and will exercise managerial responsibility for an organisation.
- May operate as a senior specialist providing multi-functional advice to other professional employees, the employer, Committee or Board of Management.
- Involvement in the initiation and formulation of extensive projects or programs, which impact on the organisation's goals and objectives.
- Involved in the identification of current and future options and the development of strategies to achieve desired outcomes.
- Providing financial, specialised, technical, professional and/or administrative advice on policy matters within the organisation and/or about external organisations such as government policy.
- Required to develop and implement techniques, work practices and procedures in all facets of the work area.
- High level of proficiency in the application of theoretical approaches in the search of optimal solutions to new problems and opportunities, which may be outside of the original field of specialisation.
- Responsibility for decision-making within the constraints of organisational policy and require the employees to provide advice and support to all facets of the organisation.
- Will have significant impact upon policies and programs and will be required to provide initiative, and have the ability to formulate, implement, monitor and evaluate projects and programs.
- Positions at this grade may be identified by the significant independence of action within the constraints of organisational policy.

5. Key Responsibilities and Performance Standards

5.1 Program Management

- Understand the key requirements of the programs in your region and be able to support Lead Practitioners and / or Team Leaders and staff to deliver on and add value to programs. This includes mitigating risks, ensuring compliance, and working within policy and procedure.
- Work closely with the Program Managers to ensure compliance with contract requirements, program deliverables and guidelines and alignment with program strategy direction.
- Support the establishment of new programs in your region and implement changed program directions as needed.
- Manage reporting processes with Lead Practitioners and / or Team Leaders and ensure quality reports are forwarded to Program Managers to meet all report timelines.

5.2 Supervision and Staff Management

- Provide supervision to Lead Practitioners and / or Team Leaders and identified staff and monitor supervision practice for all regional staff in line with CCNT policy. You may also be required to provide clinical supervision to identified positions in your region.
- Ensure that staff are comprehensively oriented into the organisation and relevant program/s and all probation requirements are completed.
- Support the development of a structure in your region that optimises service delivery and integration.
- Develop a staff culture that is consistent with CatholicCare NT values and build a strong culture of accountability and innovation.
- Ensure that all staff receive an annual performance appraisal in line with their anniversary date and develop an appropriate Employee Development Plan to address identified areas for development. When the need arises, you will oversee performance management of staff.
- Drive staff engagement with CatholicCare NT initiatives such as our Strategic Plan, Evaluation Strategy, Reconciliation Action Plan and Workforce Development Strategy.

5.3 Stakeholder Relationships and Regional Focus

- Understand the regional context for service delivery and build strong cooperative relationships with all key stakeholders across your region.
- Facilitate collaborative partnerships with key stakeholders to progress CCNT and community priorities including strengthening partnerships with Aboriginal, non-Aboriginal organisations and government agencies.
- Develop a regional presence for CatholicCare NT that includes positively building organisational reputation, advocating participant needs, ensuring high quality service delivery and identification of relevant service gaps and opportunities.

5.4 Conduit between the regional office, senior management and the Executive

- Take direction from Senior Management, support problem solving, escalate critical issues up to management and manage issue resolution locally.
- Advise the Executive on issues, challenges and opportunities for CatholicCare NT in your region.
- Facilitate all relevant regional meetings including staff meetings, Regional leadership meetings and required training.
- Prepare for, attend and actively participate in monthly Operational Management Meetings and communicate key outcomes to your team.
- Participate in organisational leadership activities and communicate new and/or changed strategic directions to your team.
- Establish collaborative working relationships with peers across the regions to facilitate information and resource sharing and foster sustainability and succession planning.

5.5 Site Support and other functions

- Oversee administration of the Tiwi Islands site including regional administration functions, WHS, fleet, facilities, infrastructure and assets.
- Actively participate in CCNT quality management processes.
- Undertake any other duties, which are considered relevant to the position.

5.6 Supervision and Evaluation activities

- Ensure all staff enter accurate data and case notes in line with program requirements and conduct audit processes as required.
- Manage reporting requirements to meet timelines and collate feedback as required.
- Actively drive regional evaluation activities across all programs.
- Participate in and prioritise own supervision to reflect and review program and management practices as per CCNT policy.

5.7 Safeguarding Children

Our organisation takes child protection seriously, and as an employee/volunteer of CatholicCare NT, you are required to meet the behaviour standards outlined in our Safeguarding Children and Young People Policy (ORG/SP/P030). You will have received a copy of this policy as part of your induction. You can also access a copy of this policy via the Intranet.

All staff are to provide a service in line with our safeguarding children policies and procedures and are required to report any concerns of abuse and neglect toward children and young people to the relevant authorities as per policy and procedure. Any criminal charges or convictions received during the course of employment/ volunteering that may indicate a possible risk to children and young people must be reported to the relevant Line Manager within forty eight (48) hours.

6. Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the Regional Manager Tiwi Islands and must demonstrate the following personal attributes:

- Compassion, empathy, sense of justice and tolerance
- Demonstrated organisational fit with ability to work within a culture and values framework
- Team player with ability to work with others in a spirit of trust, respect, reflection and accountability
- Adaptable with resilience to work in difficult situations and willingness to work beyond the role description when required
- Ability to represent CCNT in a culturally appropriate and professional manner at all times

7. Work Conditions

The Regional Manager is located in the Wurrumiyanga CCNT office. The role may require remote travel and after hours work as approved by the General Manager Operations.

This position requires regular quarterly travel to Darwin to participate in Leadership meetings, regular travel across the region and occasional travel to other CCNT sites, NT locations or interstate for access to development opportunities. You may be required to travel in light aircraft, by 4WD and stay in basic accommodation.

8. Selection Criteria

- 1) Relevant qualification in Social Work or related field and demonstrated expertise in at least one of the core areas of service delivery for this region NDIS, AOD, Financial Wellbeing, Suicide Prevention, Youth Behaviour Change, Indigenous Sports Program, Safe House and Childcare.
- 2) Proven ability to develop strong working relationships and partnerships with Aboriginal organisations and other services, promote service capability and to represent the organisation in a consistently professional manner.
- 3) At least 5 years' experience in managing and supporting diverse staff groups, including the capacity to provide strong leadership and supervision to staff and foster positive team culture.
- 4) Highly organised with the ability to prioritise and adapt as required, including the capability to work to targets, meet deadlines and manage compliance of all organisational, program and office functions.
- 5) Ability to work within a demonstrated alignment to the values and mission of CatholicCare NT.
- 6) Demonstrated cultural competency, particularly in working with Indigenous people and communities.

9. Special Conditions

1. Must be an Australian Citizen or have unlimited work rights within Australia.
2. This position is subject to a satisfactory criminal history check that must demonstrate that you have not had inappropriate dealings with children or been charged or convicted of a domestic violence offence.
3. Valid NT Drivers Licence and Ochre Card.
4. This position requires you to apply for a Working with Children Clearance/Ochre Card prior to your employment commencement date and send us receipt of payment. This will be at your own cost.
5. If you have resided in an overseas country for 12 months or more in the past 10 years, this position requires you to complete an International Criminal History check (IHC) prior to your employment commencement date. The outcome of the initial screening check must be satisfactory.
6. This position is classified as a mandatory worker position for the purpose of COVID-19 vaccines and directions issued by the NT Chief Health Officer.
7. Six-month probation period.
8. Non-smoking working environment.
9. The contact details of at least two referees are required.
10. Evidence of qualification attainment will be required.
11. Aboriginal people are strongly encouraged to apply.