

## POSITION DESCRIPTION

Title	<b>Community Services Manager (CSM)</b>
Award	<b>Social, Community, Home Care &amp; Disability Award (2010)</b>
Level	<b>\$80000 (salary packaging is available)</b>
Position Status	
Location / Base	<b>Ngaanyatjarra Lands</b>

### PURPOSE OF POSITION

Under the direction of Ngaanyatjarra Council Aboriginal Corporation (NCAC) provide specific and effective advice on all matters related to the administration of community requirements, ensuring that the policies and aspirations of the community are effectively pursued.

To liaise with a wide range of individuals and organisations in the operations of the community and the securing of resources to further the interests of the community

### REPORTS TO

**Community Support Officer**

### SUPERVISES

Municipal Services Officer (MSO), Store/Roadhouse Managers, Women's Centre (if applicable)

### ABOUT NGAANYATJARRA COUNCIL

Ngaanyatjarra Council was incorporated in 1981 with the aim of supporting the development of all Ngaanyatjarra people. At the core of this work was assisting the Ngaanyatjarra Communities to be strong and sustainable with reliable essential services, bookkeeping, agency and road transport, fuel distribution, health services, community services and improved housing.

Ngaanyatjarra Council (Aboriginal Corporation) represents the interests of around 2000 Ngaanyatjarra, Pintupi and Pitjantjatjara people living in 12 communities in the Central Desert region of Western Australia.

Today, Ngaanyatjarra Council is one of the largest Indigenous Corporations in Australia and has grown to be the major representative body for Ngaanyatjarra people. Ngaanyatjarra Council is also the parent and ultimate holding company of the Ngaanyatjarra Corporate Group which includes the following entities:

- Ngaanyatjarra Services (Aboriginal Corporation)
- Ngaanyatjarra Health Service (Aboriginal Corporation)
- Indervon Pty Ltd
- NATS (Ngaanyatjarra Agency and Transport Service)

### Key Responsibilities

#### 1. Administration:

- Manage community staff whether employed by the community, NCAC, Muns or any other body corporate controlled by the community. Specifically:
  - Hire and dismiss such staff in consultation with NCAC's Management, NCAC's Human Resources Manager and where appropriate, Community Council;
  - Manage the office environment in an efficient manner, ensuring that emails, faxes and phone calls are addressed in a reasonable amount of time;
  - Plan and supervise the day-to-day work program of local community office staff;
  - Monitor the adequacy and effectiveness of the staffing structure, liaising with NCAC's CDP Coordinator when seeking clarification on matters impacting on the Community due to the CDP or CDP staff working in the Community;
  - Act as a team leader for all non-Aboriginal employees living in the community and promote a team approach to community administration, including regular meetings of those employees and ensuring adequate flow of information between employees and the community.
- Oversee and assist with the administration of meetings. Specifically:
  - Ensure meetings of the Community members are called as required by its Constitution;
  - Arrange Annual General Meetings and General Meetings as required;
  - Arrange for adequate notice to be given for all meetings;
  - Arrange for meeting agendas to be prepared and distributed;
  - Ensure minutes of meeting are kept;
  - Ensure action recommended at meetings is followed up;
  - Provide advice on and interpretation of the Constitution of the Community, including in respect of the powers of its Board.
- Oversee and assist with the administration of elections, ensuring that Constitutional Rules for elections are followed
- Keep up to date records on all administrative matters;
- Provide the Community with regular advice and reports on all project activity;
- In consultation with the Chairman and Community Council members, act as a contact point for the community on administrative matters. Specifically:
  - Receive and inform the Community Council of all incoming correspondence and ensure outgoing correspondence is in line with decisions of the Directors of the Community;
- Ensure adequate reporting and accountability to the Community Council.

## **2. General Management:**

- To ensure the effective orientation, management, support, education, training and development of staff, including monitoring of probation periods;
- Cooperate with Ngaanyatjarra Services in maintaining a financial system adequate to meet the requirements of funding agencies, accountants and auditors;
- Provide the Community with regular advice on the funding situation of each project;
- Cooperate with Ngaanyatjarra Services and NCAC in controlling and monitoring all funds by maintaining Purchase Order Books, Cash Books, Assets Register and ensure physical security of cash and records;
- Ensure the safe and correct use of Community Council equipment;
- Ensure the development and implementation of procedures that ensure work is undertaken in a manner which is safe and without risks to health;
- Document and implement procedures relating to the efficient operation of the Community, to ensure continuity and consistency in activities;

- Liaise with CDP team when identifying potential training that may be useful to community members, supporting and encouraging aboriginal employees to undertake such training.

### **3. Community Operations and Development:**

- In conjunction with the Community Council develop and implement policies and procedures for all areas of the community;
- Provide assistance, advice and coordinate support in all matters pertaining to the cultural, economic and social development of the community and its members;
- Develop, implement, monitor, and regularly review the Community Action Plan;
- Plan and assist with the organisation of social and cultural activities;
- Liaise and consult with NCAC staff; Commonwealth/State/Local Government bodies and other bodies as requested in order to promote the interests of the Community;
- Liaise and consult with the community and NCAC on community needs and problems;
- Ensure adequate consultation with staff members of other Community controlled activities in relation to community development;
- Ensure that members of the community are aware of their rights to government benefits and assistance, and ensure that individuals gain access to such benefits and assistance.

### **4. Community Safety:**

- Assist the community in ensuring that relevant laws are observed;
- Assist in the resolution of disputes relating to the activities of the Community and or individuals;
- Advise the community and individuals in relation to dealings with government departments, police, education and other bodies
- Compile incident reports for Police as required;

### **5. Reporting and Accountability**

If requested report in writing to the Community Council and NCAC on the following matters at such intervals as required from time to time by the Community Council and the NCAC;

Action completed in relation to matters on the Register of Resolutions' relevant to Community meetings, particularly AGM's;

Major administrative matters dealt with;

Progress report on all ongoing and approved projects, on both administrative and financial aspects

### **6. Liaison**

Ngaanyatjarra Council as applicable, community Chairperson & Council, community staff. CDP team and other NCAC or Ngaanyatjarra Services staff. It is imperative that all such liaisons are carried out in a collaborative manner; there will often be synergies which may be shared.

Staff of other communities in the Ngaanyatjarra Lands, Ngaanyatjarra Health, Ngaanyatjarra Services, Centrelink, Government Departments both State and Commonwealth, Police, Local Government, WA Education Department, Department of Human Services and Health, visitors to the community, Consultants.

### **7. Accountability**

While the CSM shall have wide ranging administrative powers, the exercise of those powers will be done in the recognition that it is the Community through its Community Council, which is responsible for making decisions in relation to many aspects of Community life and that the

CSM must act in accordance with the directions of NCAC with inclusion of the Community Council.

## **8. Additional responsibilities**

### **Ngaanyatjarra Council Regional Housing Program (NCRHP)**

- When requested assist with arranging Community Council meetings, NCRHP will provide a minimum of one week's notice, unless the Community request otherwise;
- Regularly update NCRHP staff of Community member's movements, in particular when someone may be in jail or is known to have permanently relocated, or when new families arrive in the Community;
- Assist with collecting signatures for Centrelink/wage deduction forms to be faxed to NCRHP;
- When possible, provide contractor or staff accommodation;
- Liaise with Store/Roadhouse Managers to negotiate storage space for building/housing materials;
- Use collaborative judgment when NCRHP ask to use forklift to unload goods or backhoe when conducting Community cleanup days.

## **SELECTION CRITERIA**

### **Essential**

- A strong commitment to the principles of Aboriginal self-determination and an understanding of Aboriginal history Culture and contemporary Aboriginal political, social, cultural and economic issues;
- Demonstrated ability to build and maintain relationships with a wide range of stakeholders including the aptitude to provide accurate, timely and appropriate services to clients;
- Well-developed work management, time management and organisational skills including the ability to effectively assign and manage workloads and identify resource needs;
- High level of judgement, and decision making skills, including the ability to solve problems and resolve conflicts in a sensitive and appropriate manner;
- Sound team leadership skills including the ability to develop and maintain team cohesion and to translate strategies and plans into actions;
- High level of oral and written communication skills including the ability to communicate information coherently and concisely in a cross cultural environment;
- Ability to work extended hours when required and able to cope with living in a remote location, at times with minimal services.

### **Desirable**

- Relevant tertiary qualification in management or administration;
- Some understanding of both state and commonwealth reporting requirements;
- Previous experience in community management and staff supervision and training, in particular in Aboriginal Communities;
- Previous experience in the management of municipal and/or essential services;
- Previous experience in the preparation and management of financial budgets.

Applications and enquiries: E: [trans@transremote.com.au](mailto:trans@transremote.com.au) PH: 0419 599 617