

POSITION DESCRIPTION

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| Position Number: | 1111 |
| Position Title: | Regional Manager – Central Australia |
| Position Type: | Fixed Term, 2-year contract |
| Positions Level: | SCHADS Level 7 – Salary Package dependent upon qualification/skills/experience |
| Location: | Alice Springs |
| Direct Reports: | Direct and Indirect Reports |
| Responsible To: | Chief Executive Officer (CEO) |

About Relationships Australia Northern Territory

Relationships Australia Northern Territory (RA-NT) is a community-based, not-for-profit, non-government organisation providing a broad range of services, which are for all members of the community regardless of religion, belief, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

Our clients are often dealing with complex and sensitive situations, so we look for employees who are understanding, knowledgeable and genuinely care about the wellbeing of others.

Purpose

We empower individuals, families, and communities to grow through a rich culture of belonging, connection, and respectful relationships.

Values

Fostering an organisational culture that embodies the following values is at the heart of how we operate at RA-NT:

Value:

This means:

Listen with compassion

We care deeply for each other and our clients. We are committed to listening with curiosity and empathy, and to providing a space for people to feel safe and supported.

Work together with respect

Relationships and the way we connect with each other are our lifeblood and are core to building each other up and working towards growth and healing.

Celebrate difference and promote fairness

We embrace diversity and prioritise inclusion, equity and self-determination. We are strong in our commitment to social justice across ages, gender, cultural and financial differences.

Strive for quality and trust

We value honesty and truth, and we do what we say we will do with a commitment to quality and professionalism. We are always learning about our clients, ourselves and best practice, to deliver the best services and programs that we can.

Position Statement

As the Regional Manager – Central Australia, this position is an integral member of the Senior Executive Team (SET) and will provide oversight and leadership across the Central Australia Region.

Essential to this role is the capacity to foster brand development and new business by building stakeholder relationships, developing community engagement, and identifying needs within the region, leveraging current RA-NT programs, and aligning to future and predicted growth.

This position has both direct and in-direct reports, and from a management perspective will predominantly provide leadership oversight and wellbeing support, with Practitioners continuing to directly report to Program related Managers.

Operational components of this role are essential given the regional aspect. These duties extend to facilities management, and ICT related support when escalation is necessary to ensure the smooth functioning of the Alice Springs and related offices and services.

Critical to this role is the ability to foster both internal and external relationships, and to represent the direction of RA-NT across Central Australia, whilst maintaining close connection to the Darwin Head Office.

Key Duties and Responsibilities

Relationships and Engagement

- Actively develop, foster, and manage existing and new external stakeholder and community relationships.
- Evaluate former and current stakeholder relationships and identify opportunities of engagement that are aligned to, or beneficial for RA-NT service delivery.
- Develop and actively participate in relevant networking opportunities, directly attributable to the work of the RA-NT, including external industry, peers, and groups.
- Represent RA-NT positively and promote programs and services, through professional and community networking, presentations, and other general public relations and promotional activities.
- Actively seek opportunities for new business, locally, and federally, and assess the ability to partner with local organisations, and/or maximize tendering opportunities.
- Develop key relationships with Aboriginal organisations.
- Promote and find opportunities to enable growth of RA National Neighbours Every Day community initiative.
- Represent and promote RA-NT and its services in the wider community to encourage awareness and understanding of issues affecting families and those in relationships.
- Maintain a clear understanding of continual need analysis within the Central Australia Region.
- Participate in relevant local, NT, and National Networks.
- Develop and maintain close active working relationships with staff based in the Darwin Head Office.

People, Program, and Performance

- Lead the development of Central Australia strategy to best position RA-NT.
- Provide support in Program initiative, liaising with Practitioners and related Leads in evaluating service approach and points of improvement.
- In line with Client Engagement Process, manage Alice Springs based Client Service Officers (CSO) and Cultural Services Staff.
- Provide indirect oversight and support to all Alice Springs staff, as the Central Australia leader.
- Ensure safety of clients and staff in the Alice Springs office.
- Act as a point of contact for practitioner support, escalating to the relevant reporting management line, whilst supporting the safety and wellbeing of clients and staff.
- Manage the Family Law Pathway Network (FLPN).

- Act as the key contact for EAP Central Australia Clients and Critical Incident requests.
- Assist with the identification and writing of tenders.

Governance, Risk, and Compliance

- Member of RA-NT Quality & Risk Board Committee.

Operational

- Lead Alice Springs team meetings.
- Point of contact for facilities, IT, and other local related issues.
- Preparation of Board reports/presentations.

Qualifications and Experience

Essential

- Tertiary level qualifications in an appropriate field, as well as extensive practical experience in a leadership role within the community sector.
- Demonstrated leadership and team development skills with the ability to manage a range of diverse projects and people.
- Experience working with/or in partnership to Aboriginal Organisations.
- Demonstrated knowledge and experience in providing effective management within a community-based organisation and/or large program with demonstrated skills in operational management of its people and resources.
- Practitioner supervision skills including proven ability to provide and/or monitor the clinical supervision of staff.
- Demonstrated knowledge of budget development and financial management processes.
- Demonstrated experience in liaising with Government Departments and agencies, managing Government contracts or projects, and operating within a political environment/framework.
- Demonstrated experience in stakeholder engagement, education, research and development skills.
- High level strategic and conceptual skills and experience in developing strategic direction.
- Outstanding interpersonal and verbal communication skills including the ability to represent and negotiate on behalf of the organisation, communicate policy positions and maintain effective networks with other service providers and stakeholders in the community.
- Outstanding written communication skills with the ability to prepare tender documents and submissions, policy positions, media releases and a range of other documentation as required by the role.

Desirable

- Experience in counselling, family mediation, family services, and/or case management.
- A background, or interest in Mental Health, wellbeing, and/or Youth Services.
- Business related qualifications.

Requirements

- A satisfactory Northern Territory working with children check.
- A satisfactory national criminal history check.
- A commitment to our Safeguarding Children Practice and Behaviour Guidelines.

Acknowledgement

I have read, understood, and accept the position as documented in this position description.

Please note that Position Descriptions are under constant review and may be changed by the Chief Executive Officer, after consultation, at any time.

Employee Name (Please Print):

Signature:

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| <i>Reviewed by:</i> | <i>Human Resources</i> | <i>May 2024</i> |
| <i>Review due by:</i> | <i>Human Resources</i> | <i>May 2025</i> |
| <i>Approved by:</i> | <i>Chief Executive Officer</i> | <i>May 2024</i> |