



POSITION DESCRIPTION

Operations Manager

Employment Status	Full Time – Fixed Term Contract -12 Months
RRF Grade	SCHADS Award - Social & Community Services Employees - Level 6.1
Reporting To	Galiwin'ku Women's Space Aboriginal Corp–
Date Prepared	March 2026

Position Context

Galiwin'ku Women's Space Aboriginal is a Yolngu run organisation established by a passionate group of women from Galiwin'ku working towards a solution to domestic and family violence in Galiwin'ku Community, NE Arnhem Land. The organisation operates with a two worlds approach by combining the skills and knowledge both societies, Yolngu and Balanda. GWS 's vision is to stop the cycle of violence in Galiwin'ku through the provision of crisis management and prevention services, including Crisis Accommodation, that strengthen culture and empower families.

Position Purpose

The Operations Manager is responsible for the coordination and leadership of service delivery across programs. The role oversees case managers, therapists and program managers and ensures that services are delivered effectively, safely and in accordance with the organisation's case management frameworks and practice standards.

The position provides leadership, mentoring and professional support to staff, monitors program delivery and service outcomes, and ensures accurate reporting to management and funding bodies. The role also contributes to strategic planning, stakeholder engagement and the ongoing development of culturally responsive service models.

Core Requirements

KEY RESPONSIBILITIES	OUTPUTS (Djama)
Operational Leadership	<ul style="list-style-type: none"> • Provide leadership and day to day oversight of case managers, DFV Art therapists, and Crisis Night team leader, DV Educator to ensure coordinated and effective service delivery. • Support staff to deliver high quality case management and therapeutic programs that align with organisational practice frameworks and cultural approaches. • Ensure program activities are implemented in accordance with service objectives, funding agreements and organisational policies. • Monitor program performance and service outcomes to ensure services respond to community needs and organisational priorities. • Support the development and implementation of operational plans that align with organisational strategy and program goals. • Develop and maintain effective relationships with community organisations, government agencies and service providers. • Support collaborative service delivery by working with external stakeholders to strengthen referral pathways and coordinated responses.



	<ul style="list-style-type: none"> • Represent the organisation in meetings, forums and partnership discussions where required. • Ensure clear and consistent communication across teams and with external partners.
Program Oversight	<ul style="list-style-type: none"> • Oversee the delivery of programs and services across the organisation to ensure safe, consistent and culturally appropriate practice. • Ensure case management and program delivery frameworks are implemented consistently across teams. • Work with program managers to monitor service outcomes, identify service gaps and implement improvements to program delivery. • Support the development of new initiatives and program approaches that strengthen service responses to domestic and family violence.
Service Delivery Reporting	<ul style="list-style-type: none"> • Monitor service delivery performance and ensure accurate data collection and reporting across programs. • Prepare and contribute to operational reports relating to service delivery, program outcomes and organisational performance. • Ensure program data and client records are maintained in accordance with organisational procedures and funding requirements. • Support management to analyse service trends and identify opportunities to improve program effectiveness.
Staff Leadership and Mentoring	<ul style="list-style-type: none"> • Provide supervision, mentoring and guidance to case managers, therapists and program managers. • Support staff to build capability through coaching, reflective practice and professional development. • Assist in identifying training needs and support the development of learning and development initiatives for staff. • Promote a positive team culture that values collaboration, cultural respect and continuous improvement.
Learning and Development	<ul style="list-style-type: none"> • Support the design and implementation of staff learning and development initiatives across programs. • Ensure staff understand organisational practice frameworks, service models and operational procedures. • Promote reflective practice and knowledge sharing across teams to strengthen service quality and staff capability.
Continuous Improvement	<ul style="list-style-type: none"> • Identify opportunities to strengthen service delivery models and operational systems. • Contribute to organisational planning and strategy through operational insights and program knowledge. • Support the development of policies, procedures and service frameworks that strengthen organisational practice. • Encourage a culture of reflection, accountability and continuous improvement across programs.
Other Organisational Responsibilities	<ul style="list-style-type: none"> • Other duties, consistent with skills and experience, as directed by management.



Essential Criteria

Qualifications and Checks:

- Bachelor qualification community services or related field.
- Working With Children Clearance (Ochre Card) or ability to acquire
- Satisfactory National Police Check

Skill Requirements:

- Minimum 5 years - Strong leadership team management capability
- Excellent communication and stakeholder engagement skills
- Ability to guide and mentor staff in complex service delivery environments
- Strong organizational and program coordination skills
- ability to analyse service data and support reporting and planning processes

Experience:

- Strong leadership team management capability
- Experience managing or coordinating social service programs
- Experience supervising or mentoring staff in a community service setting
- Experience working with case management or therapeutic service models

Values and Approach Requirements

- Encourages self-reflection and feedback on performance
- Values and takes on management guidance
- Open and transparent with values, experience and approach
- Earns trust through authentic and genuine actions
- Always striving to connect 'two worlds', Yolngu and Balanda
- Having empathy and showing compassion through your work

Knowledge Requirements:

- Knowledge and understanding of the impacts of children experiencing domestic and family violence
- Knowledge of NGO governance and related legislations
- Knowledge of Case Management frameworks and standards of practice models
- Working within a cross cultural environment/ organisation
- Experience working in a Yolngu community desirable
- Knowledge of Yolngu Matha Language and culture desirable