

POSITION DESCRIPTION

Position Title	General Manager – Community Services	Employee Name	
Reports to	Chief Executive Officer	Direct Reports	Line Managers
Location	Yirrkala	Date	/ /2026

WE ARE RIRRATJINGU ABORIGINAL CORPORATION

Founded in 1984, the Rirratjingu Aboriginal Corporation (RAC) represents the Rirratjingu people, the Indigenous Traditional Owners of Land on the Gove Peninsula. The RAC's aim is to ensure the Rirratjingu community is financially self-sufficient and able to deliver benefits to our members and make a genuine difference in our community.

POSITION PURPOSE

The General Manager – Community Services provides strategic leadership and operational oversight of RAC's programs relating to culture, community, education, employment, and training. Guided by RAC's Board and their vision for the future, this role ensures programs actively support the organisation's purpose of improving members' wellbeing and overall welfare. The position oversees existing programs, drives innovative initiatives aligned with community needs, and ensures teams operate efficiently and effectively. It also fosters a collaborative and culturally respectful environment, strengthens stakeholder relationships, and supports continuous improvement to enhance community wellbeing, cultural preservation, and economic development in Yirrkala.

KEY RELATIONSHIPS

Key relationships that this position will need to establish, maintain and nurture:

- Chief Executive Officer & Chief Operating Officer
- General Manager - Business
- Board Members
- RAC Members
- Community Services teams
- All other RAC staff members
- Yirrkala and Nhulunbuy Community Members
- External Suppliers
- External stakeholders and local support organisations
- Outsourced HR and Finance functions

KEY RESPONSIBILITIES & ACCOUNTABILITIES

OPERATIONS EXCELLENCE

- Provide leadership within existing programs (within Community and Culture and Career Pathway Program teams) ensuring cohesive and effective collaboration and productive outcomes.
- Innovate to add value to existing programs designed to achieve 'charitable outcomes'.
- Develop team capabilities through training, mentoring, and performance management, promoting a positive and inclusive work culture.
- Ensure a strong and cohesive relationship with commercial operations by forging connections and mutual understanding of program objectives.
- Oversee daily operations of each functional area, ensuring efficient resource allocation, adherence to budgets, and timely completion of projects.
- Implement and monitor Key Performance Indicators (KPIs) to assess team productivity, service quality, and community impact.
- Build and maintain strong relationships with community leaders, local government, and other stakeholders to support the community's needs and cultural priorities.
- Act as the primary point of contact for community feedback, addressing concerns promptly to ensure high satisfaction and engagement.
- Drive continuous improvement in program delivery, aligning services with best practices and the evolving needs of the Yirrkala community.
- Conduct regular evaluations of programs and services, implementing enhancements based on performance data and feedback.
- Implementation of the Board approved strategic and operational plans for each team, particularly as they relate to the priorities associated with the following programs: culture, football, education, employment, music, family violence, health, welcoming ceremony, alleviating poverty, including the members social program, funeral fund, and emerging leadership program.
- Responsible for the ongoing performance and progress of these programs in addition to other initiatives designed to promote health and wellbeing amongst community members.
- Work within the scope and ongoing direction as set by the CEO, with input from various internal and external stakeholders.
- Secure grant funding for RAC where this will add value to existing program deliverables. This will include the overall initiation and facilitation of applications for grant funding under the counsel and direction of the CEO.

GOVERNANCE EXCELLENCE

- To the extent of their delegated authority and available resources, ensure that the employer is protected from any practice, activity, organisational circumstance, or decision that is unlawful, imprudent or which contravenes any corporation specific or commonly held business or professional ethics.
- Provide regular reporting to the Executive Management team and the Board of Directors.

LEADERSHIP EXCELLENCE

- Provide day-to-day support and management to those work teams charged with the delivery of culture, community education, employment and training programs.
- Set clear expectations, goals, and priorities, delegating as required.
- Provide regular feedback and coaching to their direct reports where needed.
- Ensure employees have correct resourcing tools, ownership, accountability, and empowerment in achieving company objectives.
- Provide and support development and learning opportunities for employees.

- Establish performance expectations, monitor, and manage employee performance.
- Conduct regular 1:1s, and yearly annual reviews with all direct reports in accordance with the Company's performance review framework and process
- Create a culture of collaboration across all business functions to ensure consistency across all touchpoints in the customer experience.
- Build strong relationships, driving and inspiring a culture of engagement and alignment to the Company vision.
- Ensure all team members are compliant and remain up to date with all Company policies.

FINANCIAL EXCELLENCE

- Develop and manage budgets for each team, ensuring cost-effective use of resources while meeting operational goals.
- Monitor financial performance, making adjustments as needed to align with budgetary constraints and maximise funding efficiency.
- Promote workplace efficiencies on time, process and policy.
- Look at cost saving where possible without detriment to service or output.
- Promote the elimination of waste and cost containment/improvement in relation to operating expenses, business processes and capital investment.

WORKPLACE HEALTH & SAFETY (WHS)

- Take a lead role in WHS initiatives to demonstrate safety as the company's number one priority and create and foster an organisational culture that accepts Zero Harm;
- Always ensure safe working practices are followed and all team members are compliant with all WHS training requirements, policies and procedures
- Regularly discuss the safety aspects of all operations with workers and communicate the importance of workplace health and safety.
- Regularly inspect the workplace for hazards and safety compliance.
- Investigate all safety incidents to determine causes and what corrective action is required to prevent recurrence. Complete the Company's Incident Report Form and ensure the appropriate notification of incidents, events, and injuries.
- Take reasonable care for your own health and safety.
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as you are reasonably able, with any reasonable instruction and training that is given.
- Co-operate with any reasonable policy or procedure relating to health, safety or environment at the workplace that has been notified to you.
- Attend and actively participate in consultative arrangements such as toolbox talks and risk assessments.
- Ensure that any hazards, incidents, accidents, or near-hits are reported to your supervisor.
- Be familiar with evacuation and emergency procedures and the location of first aid and fire equipment.

BEHAVIOURAL COMPETENCIES

CULTURAL RESPECT The appreciation of cultural differences, values, beliefs and practises within the local community	• Yolngu culture will remain at the forefront of our minds and as a guide to our work • Proactively seek cultural understanding of the Rirratjingu People, including active participation in Cultural Awareness/ Competency Training • Show respect for community customs, traditions and practises • Open and inclusive management will highlight our operations
COMMUNITY FOCUSED The ability to consider and understand the needs, interests and wellbeing of the community as a whole	• A responsive and accountable approach to our members, our community and key stakeholders will remain at the core of our activities • Remain focused on the current and future needs of the Rirratjingu community • Regularly reflect on community impacts and wide-reaching outcomes of actions and decisions
COMMUNICATION The ability to tailor spoken/written communication to ensure the desired message is both given and received.	• Will respect the language of the community and non-Yolngu staff will use some Yolngu as appropriate and comfortable • Uses appropriate pitch, tone and volume as well as non-verbal communication to support verbal message. • Shows respect for the view and perspectives of others, even if they may disagree with them. • Presents information in a clear and concise manner. • Tailors' communication style to the audience and the context. • Conveys complex instructions in a manner that is easily understood. • Seeks confirmation of understanding. • Communicates proactively to minimise the risk of misunderstanding. • Approaches issues from a unique/different perspective to add value or help solve a problem. • Prepared to work with others in a constructive and collaborative manner to resolve workplace problems. • Presents/communicates information in a way that is engaging.
PURSUIT OF EXCELLENCE The ability to strive for the best outcome through dedication, hard work and a commitment to improving skills, processes and results.	• Outstanding governance will epitomise our approach • Maintains the highest ethical standards that will remain central to own work • Strives to deliver work that is error-free. • Pushes self to better own performance. • Encourages others to "aim high" through mentoring and leading by example • Follows through on commitments. • Seeks to understand & improve own personal, professional & self-development gaps. • Refuses to compromise quality and compassion
INFLUENCE The ability to present information in a manner that others find persuasive and compelling	• Actively networks and establishes rapport with others. • Makes a consistent effort to build and maintain good working relationships. • Conducts self with focus and purpose in key interactions. • Seeks input from others first to understand their position before presenting own views. • Presents own views in a clear and articulate manner. • Deals directly with any objections and concerns raised by others. • Presents benefits of own position in a persuasive and engaging fashion. • Asks for commitment/agreement from others.

KNOWLEDGE & EXPERIENCE

EDUCATION, QUALIFICATIONS & LICENCES.

- Working Rights in Australia
- Valid NT driver's license or equivalent, as travel within the community will be required
- Working with Children Clearance
- Previous study in Community Development, Social Work, Indigenous Studies or equivalent.
- Bachelor's degree in a relevant field, such as Community Development, Business Administration, Social Work, or a related area.
- Demonstrated experience in community services, cultural programs, or operations management, preferably within Indigenous communities or rural areas.

SKILLS & EXPERIENCE

- Significant experience (5+ years) in a senior leadership role within community services, cultural programs, social services, or a related field, with a focus on Indigenous communities or rural/regional settings.
- Proven track record in operational management, including overseeing teams, managing budgets, and ensuring compliance with policies and regulations.
- Demonstrated experience in community engagement and stakeholder management, with a strong ability to build partnerships with local leaders, government agencies, and community members.
- Experience in implementing and monitoring programs that address social, cultural, and economic development needs, particularly in Indigenous or multicultural communities.
- Strong leadership skills, with the ability to inspire, mentor, and manage diverse teams while fostering a culturally respectful and inclusive environment.
- Excellent communication skills, including the ability to engage effectively with a wide range of stakeholders, advocate for community needs, and handle sensitive situations with empathy and respect.
- Proficiency in managing budgets, monitoring expenses, and ensuring resource allocation aligns with organisational goals and community needs.
- Strong analytical skills, with the ability to assess complex situations, develop practical solutions, and make sound decisions in a fast-paced environment.
- Deep understanding of Indigenous culture, protocols, and values, with the ability to work sensitively and respectfully within an Indigenous community context.
- Skilled in planning, executing, and evaluating projects, with a focus on achieving high-quality outcomes and continuous improvement.
- Strong oral and written communication skills to convey ideas clearly and respectfully across diverse audiences.

ACKNOWLEDGEMENT

This Position Description is subject to change as business needs and requirements change and evolve.

This position will be required to undertake other tasks and responsibilities as required and agreed to between Employee and Manager.

I have read and understood the Position Description.

Employee Name:

Manager Name:

Employee Signature:

Manager Signature:

Date: / /2026

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