CAAPS
Aboriginal Corporation

Position Description

Award	Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award [MA000115]
Position Title	Family and Community Services Manager (FCSM)
Salary	$124,650.49 Per annum
Employment Type	Ongoing
Operational Hours	8.00am – 4.06pm 5 Business Days Per week
Reports To	Chief Executive Officer
Direct Reports	• Family Support Services Coordinator • GTASS Case Workers • Darrandirra Child and Family Centre and Homelessness Outreach Coordinator • HiPPY Coordinator
Location	Berrimah and Various (as per Service Requirements)

CAAPS CORE Values
Caring for clients, culture, community and each other
Openness, honesty, accessibility and inclusiveness
Respect the rights and values of everyone
Empowerment of others to be the best they can

Position Purpose

The Family and Community Services Manager (FCSM) is responsible for the strategic leadership, operational management and continuous improvement of CAAPS Family and Community Services programs. The role ensures services are culturally safe, financially sustainable, compliant with funding requirements and responsive to community needs while contributing to organisational growth and strategic objectives.

Responsibilities & Key Performance Indicators

Responsibility Area	Roles & Responsibilities	Key Performance Indicators (KPIs)
Leadership & Workforce Management	• Lead and supervise direct reports and program teams. • Provide coaching, mentoring and professional development opportunities. • Foster a positive, culturally safe and high-performing workplace culture. • Manage recruitment,	• 100% of probation reviews completed on time. • 100% annual performance reviews completed. • Monthly supervision meetings conducted with direct reports. • Staff turnover maintained within organisational targets. • Professional development

	onboarding and workforce planning activities. • Address performance and conduct matters in line with organisational policies.	plans completed annually. • Staffing levels maintained to meet operational requirements.
Program Leadership & Service Delivery	• Provide oversight of Family and Community Services programs. • Ensure programs are delivered in accordance with funding agreements and best practice standards. • Monitor service performance and client outcomes. • Lead implementation of service improvements. • Ensure services remain culturally appropriate and responsive to community needs.	• 95% or greater achievement of contracted service outputs. • Program targets achieved or exceeded annually. • All program reports submitted by due dates. • Service delivery complaints investigated within required timeframes. • Continuous improvement actions completed as scheduled. • Positive client and community feedback trends demonstrated.
Strategic Planning & Organisational Contribution	• Support implementation of the CAAPS Strategic Plan. • Contribute to organisational planning and service development. • Provide strategic advice and recommendations to the CEO. • Participate in Management Team and organisational committees.	• Attend a minimum of 80% Management Team meetings per financial year. • Actively participate in at least one internal committee annually. • Complete 90% of allocated Strategic Plan actions within agreed timeframes. • Identify and present at least two service improvement opportunities annually. • Contribute to annual business planning and budget development processes.
Financial Requirement	• Assist in Developing program budget, manage and monitor program budgets. • Ensure funds are utilised effectively and appropriately. • Monitor expenditure and financial risks. • Support funding submissions and acquittals.	• Program expenditure maintained within approved budget allocation. • Monthly budget monitoring completed and documented. • Funding acquittals submitted by required deadlines. • No significant unexplained budget variances. • Funding utilisation targets achieved annually.

		• Financial reports submitted accurately and on time.
Governance, Risk & Compliance,WHS	• Ensure compliance with legislation, funding agreements and CAAPS policies. • Support quality improvement and accreditation activities. • Manage operational risks and compliance obligations. • Maintain Positive Duty obligations across service delivery. • Section 27 of the Work Health and Safety (National Uniform Legislation) Act 2011 (the WHS Act)	• No major compliance breaches. • 100% compliance with funding agreement requirements. • Quarterly risk reviews completed. • Audit findings addressed within agreed timeframes. • Accreditation requirements maintained. • Continuous Improvement Register maintained and updated. • Section 27 of the WHS Act accordingly places a duty to exercise due diligence on these individuals, who are described as officers, to require them to take reasonable steps that will support a health and safety culture, accountability, the allocation of resources and development of appropriate policies.
Child Safety & Consumer Protection	• Ensure Child Safe Organisation Principles are embedded across all programs. • Promote the safety, wellbeing and rights of children and families. • Ensure mandatory reporting obligations are met. • Respond to complaints and consumer feedback.	• 100% compliance with mandatory reporting requirements. • Child safety risks addressed within required timeframes. • Consumer complaints acknowledged and actioned within policy requirements. • Quarterly review of consumer feedback completed. • No substantiated breaches of child safety obligations.
Stakeholder & Community Engagement	• Maintain effective relationships with community, government and non-government stakeholders. • Represent CAAPS at meetings, networks and forums. • Promote collaborative partnerships and referral pathways.	• Attend key stakeholder meetings and forums as required. • Positive stakeholder feedback maintained. • Partnership activities completed in accordance with operational plans. • Community engagement activities undertaken

	• Advocate for clients, families and communities.	throughout the year. • Stakeholder engagement outcomes reported to CEO quarterly.
Reporting & Information Management	• Oversee accurate data collection and record management. • Ensure effective use of MIMASO, LOGIQC and Deputy systems. • Prepare reports for the CEO, Board and funding bodies.	• 100% of required reports submitted by due dates. • Data quality maintained at organisational standards. • Information systems maintained accurately and contemporaneously. • Board and CEO reports submitted within agreed timeframes. • No significant data integrity issues identified
Culture, Values & Professional Standards	• Model CAAPS Core Values and expected professional behaviours. • Promote cultural safety, inclusion and respect. • Participate in professional development and continuous learning. • Uphold organisational policies and Code of Conduct.	• No substantiated breaches of Code of Conduct or workplace policies. • 100% completion of mandatory training requirements. • Minimum 20 hours professional development completed annually. • Demonstrated commitment to CAAPS Values during annual performance review. • Active participation in organisational initiatives and events.

Key Selection Criteria

Essential

- Relevant tertiary qualification in Social Work, Human Services, Community Services, Social Sciences, Management or a related discipline.
- Demonstrated experience (minimum 5 years preferred) in the leadership and management of community, family, child, youth or social service programs within a not-for-profit, Aboriginal Community Controlled Organisation or comparable environment.
- Proven ability to lead, motivate and develop multidisciplinary teams, including experience in workforce planning, performance management and staff development.
- Demonstrated success in delivering operational outcomes, managing competing priorities and achieving service objectives in complex service delivery environments.

- Strong understanding of the social, cultural and health determinants impacting Aboriginal and Torres Strait Islander peoples and a demonstrated commitment to culturally safe service delivery.
- Demonstrated ability to develop, implement and monitor operational plans, strategic initiatives and key performance indicators.
- Proven financial management skills, including budget development, monitoring, forecasting and resource management.
- Demonstrated knowledge of legislative, regulatory, funding and compliance frameworks relevant to community services, child and family services and/or Aboriginal Community Controlled Organisations.
- Highly developed stakeholder engagement, negotiation and relationship management skills, including experience working with government agencies, funding bodies, community organisations and community representatives.
- High-level written and verbal communication skills, including demonstrated experience preparing reports, submissions, briefing papers and presentations for Executive Management, Boards and external stakeholders.
- Demonstrated experience in quality improvement, risk management, accreditation and governance processes.
- Well-developed analytical and problem-solving skills with the ability to make sound operational decisions and provide strategic advice.

Desirable

- Postgraduate qualification in Management, Business Administration, Community Development, Social Work or related field.
- Experience working within an Aboriginal Community Controlled Organisation (ACCO/ACCHO).
- Knowledge of Child Safe Organisation Principles, Positive Duty obligations and trauma-informed service delivery models.
- Experience managing funded programs across multiple service streams and locations.

Employment Conditions and Pre-Employment Requirements

Prior to commencement, the successful applicant must provide, obtain or successfully complete:

- A current NT Working with Children Clearance (Ochre Card) - Category E, or evidence of application and eligibility to commence under an approved exemption.
- A satisfactory National Criminal History Check issued within three (3) months prior to commencement.
- A current Northern Territory Driver Licence (minimum Class C) and the ability to maintain a licence throughout employment.
- A satisfactory pre-employment drug and alcohol screening result.

- Current Provide First Aid (HLTAID011) and Provide Cardiopulmonary Resuscitation (HLTAID009) certificates, or willingness to obtain within the timeframe specified by CAAPS.
- A current Northern Territory Mandatory Reporting Certificate, or willingness to obtain within the timeframe specified by CAAPS.
- Completion of all mandatory training relevant to the position, as identified in the CAAPS Training Matrix, within required organisational timeframes.
- Evidence of the right to work in Australia.

I hereby acknowledge that I have read and understood my responsibilities, as outlined in this position description.

Employee Name: _____

Employee Signature: _____ Date: _____

Version	**:**	4
Date created	**:**	December 2021
Last reviewed	**:**	October 2026
Approved by	**:**	Charlie Sharples, CEO