

Position Description

Rumbalara Aboriginal Cooperative

Position Title:	Chief Operating Officer	Position Category:	Executive
Department/Group:	Executive	Position Ref:	Job Code/ Req#
Location:	Shepparton	Travel Required:	Limited/Extensive
Reports to:	CEO	Identified Position:	Yes Approval ref:
Grade:	Level/Salary Range	Position Type:	Full time

Business Positioning Statement

Rumbalara Aboriginal Cooperative (RAC) has been a resource, service provider and enabler of the Aboriginal and Torres Strait Islander communities of the Greater Shepparton region since 1980. RAC is a cooperative working to provide a range of supports and services including:

- Health and wellbeing
- Positive aging and disability services
- Community services
- Asset and infrastructure services
- Corporate services

RAC has an annual budget of \$19 million and a workforce of approximately 230 people. RAC is a significant employer and economic contributor to the region and plays a high profile leadership role as one of the larger Aboriginal Organisations in Australia.

RAC is committed to ensuring the Aboriginal people in the Greater Goulbourn Valley have certainty of access to community-controlled services.

RAC is currently renewing its commitment to consumer driven and client centered models of care and actively partnering with community and lobbying with government to ensure the needs of the community are met and wider benefits to Aboriginal communities and culture achieved.

Objective of Role

As a member of the Executive Team, this role is key to the development and implementation of the strategic direction for the organization and for developing and delivering on business plans for the operational streams or functions. This is a leadership position accountable for driving an organisational culture we are proud of, engaging and developing our employees, providing quality and culturally safe services to clients and residents in our communities and meeting the legislative and governance, compliance and mission-based obligations of RAC at all times.

Chief Operating Officer (COO) - responsible for growing and/or improving operational service delivery, customer experience, integration, funding and compliance. The role has accountability for delivery against business plans for all operational services streams and some shared services such as risk management, ICT and procurement reporting in with an aim to leverage synergies and efficiencies across service delivery stream driving for greater cost efficiency and improved client experience. Role also has external relationship management responsibilities with key funders and stakeholders and may be required to report to the Board on operational performance and risk. This is an identified position as it is a potential successor position to the CEO role.

Role and Responsibilities by Key Result Areas
<p>People and Culture</p> <ul style="list-style-type: none"> • Develop and implement people and culture plans that aim to attract, develop, train and retain quality, skilled, and engaged employees and drive for a culture that reflects the values of the organisation and builds the capability requirements of today and tomorrow • Ensure all reasonable steps to ensure workplace health and safety obligations are taken at all times • Coaching and developing and senior and front line leadership within service areas creating career paths and succession plans <p>Service Delivery</p> <ul style="list-style-type: none"> • Develop and implement the strategy in concert with the CEO and the tactical service delivery plan for RAC that meets or exceeds the customer expectations • Identify and realise opportunities for integration and improved cooperation across service delivery streams to achieve a seamless client experience with RAC • Ensure safe, efficient and effective systems of work are developed, communicated and understood • Ensure the legislative, regulatory or accreditation standards are maintained at all times • Implement monitoring, measurement and reporting of key performance indicators and ensure corrective and preventative actions are taken to maintain performance goals • Responsibility for a risk management strategy and plan for the organisation <p>Stakeholder Engagement</p> <ul style="list-style-type: none"> • Ensure programs and processes are in place to consult, engage and monitor community engagement. • Drive efforts to increase and maintain funding opportunities whilst managing risks associated with changes in funding and policy models and RAC performance • Support the CEO, as required, in engagement with Rumbalara Elders Advisory Council <p>Stewardship</p> <ul style="list-style-type: none"> • Ensure company resources and assets are used to optimise customer experience and community benefit • Identify and take appropriate steps to manage and mitigate risk to RAC, its people, assets, reputation and financial position. • Advocate for and develop and implement strategies aimed at the betterment of Aboriginal and Torres Strait Islander culture positively influencing the community's wellbeing.
Qualifications and Education Requirements
<ul style="list-style-type: none"> • Relevant degree qualification in either finance, health and community services administration
Work Experience Requirements
<ul style="list-style-type: none"> • Demonstrated experience operating at an Executive level with demonstrated positive contribution to achievement of strategic objectives and business goals • Demonstrated experience in leading a complex business environment of similar size and with multiple service delivery streams • Demonstrated success leading and developing senior executives, culture and community engagement in rural and regional, culturally diverse environment • Experience presenting to Boards • Demonstrated success with government tender or funding application processes • Demonstrated experience as lobbyist or advocate (highly desirable) • Demonstrated experience setting and driving to the strategic direction and business planning process • Demonstrated ability to develop and be held accountable for business plan, budgets and key

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<p>performance indicators</p> <ul style="list-style-type: none">• Demonstrated commitment to the betterment of Aboriginal and Torres Strait Islander culture and an appreciation for the social determinate factors that influence the community's wellbeing.• Applied knowledge of the relevant legislative and governance requirements that govern the roles' portfolio including but not limited to WHS and Privacy Act legislation.
Skills and Attribute Requirements
<ul style="list-style-type: none">• The filling of this position is intended to constitute a special measure and is aimed at increasing employment opportunities for Aboriginal and/or Torres Strait Islander persons in line with the Organisation's mission and purpose• Strong people leadership including but not limited to experience with performance management• Always acts with Integrity and applies a mission and values based discernment process• Business acumen and professional business writing and communication skills• Understanding of basic accounting principles and processes including but not limited to budgeting processes, revenue optimization and cost control• Understanding of risk management principals and processes• Professional communicator in written and verbal forms• Negotiation skills• Applied knowledge of human resources processes including but not limited to recruitment, training, performance management, grievance handling and reward and recognition.
Values in Action
<p>As leaders of RAC we must demonstrate:</p> <p>To ensure we stay true to our mission we have to stay true to:</p> <ul style="list-style-type: none">• The integrity of the services we provide: our people are proud of the service we provide• The capability we are able to deliver: our people know and trust that we have the skills and capabilities required• The accountability we each hold ourselves to: our people know that each individual feels accountable for their contribution to the strategic and operational performance of Rumbalara.• Respect to each other, to Elders, our community and stakeholders in all our interactions and in all settings