

Position Description

POSITIONS DETAILS	General Manager, Operations
LOCATION:	Ceduna, Port Lincoln, Whyalla, Yalata, Oak Valley or Adelaide
DEPARTMENT:	SAWCAN Executive
REPORTS TO:	Executive Manager, SAWCAN
DIRECT REPORTS:	Research and Data Coordinator; Regional Workforce Lead; Communications Lead
DATE UPDATED:	August 2025
HOURS OF WORK:	1.0 Full-time, 37.5 HOURS PER WEEK
AWARD CLASSIFICATION:	Health Professionals and Support Services Award 2020 Health Professional—level 4
BASE SALARY	\$117,117.00 per year plus superannuation
ADDITIONAL EMPLOYMENT CONDITIONS:	As described in letter of offer
PROBATION AND PERFORMANCE REVIEWS	Probationary period for this role is 6 months. Performance reviews will occur annually.
CONTRACT TIMEFRAME:	12-month contract

ABOUT SAWCAN
<p>SAWCAN is a partnership consortium consisting of five ACCHOs on the Eyre Peninsula and Far West Coast of South Australia:</p> <ul style="list-style-type: none"> • Nunyarra Aboriginal Health Service in Whyalla • Port Lincoln Aboriginal Health Service in Port Lincoln • Yadu Health Aboriginal Corporation in Ceduna • Tullawon Health Service in Yalata • Oak Valley Health Service in Oak Valley <p>Together, the five member ACCHOs provide comprehensive primary health care to over 5,500 Aboriginal people in a region from Whyalla, west to the WA border (approx. 1,300km geographical distance).</p> <p>The purpose of SAWCAN is to work collaboratively as a region to:</p> <ul style="list-style-type: none"> • Build capacity within the region to achieve improved health and wellness outcomes for Aboriginal people • Demonstrate a strengths-based approach to achieving large scale solutions • Share and co-operate with each other to utilise each other's skills, experience and specialist knowledge • Leverage opportunities by advocating as one voice

- Become a central point of contact that provides advice and direction to external parties on any Aboriginal specific funds and programs coming into our region as it relates to health and wellbeing
- Act as a point of truth telling and supporting each other

KEY POSITION OBJECTIVES

The Operations Manager will play a leading role in initiatives aimed at enhancing and evolving organisational systems. They will play a vital role in the development, implementation and ongoing improvement of the organisation that facilitate contract and project management, process and system improvement, organisational development, HR and supporting finance management.

KEY PERFORMANCE INDICATORS AND RESPONSIBILITIES

The Operations Manager will:

Management of IT:

- Plan and coordinate IT initiatives as per IT Roadmap
- Monitor progress and make necessary adjustments to stay on schedule.
- Regularly report on IT project status to Executive Manager.
- Ensure IT systems and infrastructure are scalable and secure.
- Lead training and upskilling of staff to use new systems.
- Implement technology solutions to improve operational efficiency.

Contract Management Systems:

- Develop and implement a standardised contract management methodology.
- Support in contract negotiations and ensure contracts are managed effectively.
- Conduct annual contract reviews and audits to ensure compliance and effectiveness.

Business Systems Development:

- Create and refine organisational policies, procedures, and processes.
- Ensure business systems are scalable and adaptable to future growth.
- Conduct regular reviews of business systems to identify and address areas for improvement.

Human Resources Management:

- Oversee recruitment and onboarding processes
- Manage employee relations and address any issues promptly and effectively.
- Support Managers in undertaking performance management to track and improve employee performance.
- Develop and execute staff development and training programs.
- Manage HR and legislative compliance
- Maintain employee records on Employment Hero

Risk and Compliance Framework:

- Manage the risk and compliance framework across the organisation.
- Conduct regular risk assessments and develop mitigation strategies.
- Ensure all organisational activities comply with relevant regulations and policies.
- Arrange training programs to ensure staff awareness and understanding of compliance requirements.
- Monitor and report on compliance issues, taking corrective action as needed.

Team Leadership and Development:

- Lead and manage the team, providing guidance, mentorship, and support.
- Foster a positive and productive work environment and culture.

Reporting:

- Provide quarterly written reports to the SAWCAN Directors on the keys areas of work including your successes, challenges and risks
- Meet regularly with SAWCAN Executive Director to update on progress on work, successes, challenges and support / training needs

Communication and networking:

- Develop and maintain excellent working relationships with each of the SAWCAN members, their staff, Directors and Executive Manager.
- Actively participate in working groups, forums, conferences and other meetings as required

Other:

- Support the implementation of the SAWCAN strategic plan
- Support with funding applications for the SAWCAN region as required
- Attend stakeholder meetings as required.
- Proactively advocate for and share the successes of SAWCAN as a preferred provider for regional models.
- Develop and share case studies of good practice across the region
- Intra and interstate travel is required.
- Additional ordinary hours and out of hours work may be required.
- Other duties consistent with the position where required and/or requested by the Executive Manager from time to time

PERSON SPECIFICATION

Skills & Knowledge:

- Deep understanding of Aboriginal and Torres Strait Islander culture and ways of doing business in a culturally appropriate manner.
- Significant and demonstrated knowledge of and experience with the Aboriginal Community Controlled Health Sector
- Proven experience in operations management, preferably within the non-profit sector.
- Strong understanding of contract management.
- Experience in data collection and evaluation frameworks.
- Proficiency in developing business systems, policies, and procedures.
- Excellent HR management skills, including recruitment, performance management, and employee relations.
- Knowledge of risk and compliance frameworks.
- Financial acumen with experience in budgeting and financial reporting.
- Excellent leadership, communication, and organisational skills.
- Ability to work collaboratively and manage multiple priorities
- Excellent communication skills, both verbally and in writing with the ability to address a wide range of audiences.
- Demonstrated interpersonal skills and ability to exercise tact and diplomacy; deal appropriately with sensitive issues; and maintain a high level of confidentiality at all times.
- Negotiation, facilitation and networking skills
- Ability to work independently to tight deadlines and strong time management skills

Previous Work Experience:

- Previous experience in a similar role.
- Demonstrated experience working with Aboriginal people, organisations and communities and other stakeholders including government agencies and non-government organisations.

Personal Attributes:

- Innovative - finds ways to work better and smarter. Has the ability to generate alternative options and ideas
- Determined – can research a myriad of options and is able to set a clear path to move the Network forward. Deals with obstacles and impediments
- Analytical – Takes a systematic approach when building toward improvements
- Ethical – Is transparent, honest and exercises good judgement
- Self-Disciplined - Manages own time to achieve key outcomes
- Flexible – Can adapt to changing circumstances in the workplace / sector and is able to take advantage of new and emerging opportunities
- Resilient - Recovers from setbacks and learns from experience and identifies areas for self-development
- Supportive – has the ability to encourage others, listens actively and can demonstrate empathy when confronted with adversity

Qualifications & Training:

- Tertiary qualification in Business Administration or related field
- Current valid driver's licence, minimum of Class "C" or equivalent.
- Current First Aid Certificate, or ability to obtain.
- Current immunisations or willingness to participate in staff immunisation program.

DECISION MAKING AND ADVICE**Decisions this role makes alone**

- Operational Procedures - Establishes and implements day-to-day operational procedures and processes.
- Resource Allocation - Decides on the allocation of resources such as personnel and equipment for specific projects or tasks in line with approved budgets.
- Supplier Management - Selects and manages relationships with suppliers and service providers for operational needs.
- Process Improvements - Identifies and executes specific process improvements to enhance efficiency and productivity.
- Staff Management – Assigns tasks and responsibilities to team members within their direct team
- Staff Travel – approve staff travel requests for team members within their direct team

Advice/ recommendations

- Operational Strategies - Provides insights and recommendations to the Executive Manager on improving operational strategies and workflows.
- Performance Metrics - Suggests key performance indicators (KPIs) and benchmarks to measure and enhance operational performance.
- Technology and Tools - Recommends new technologies and tools that could improve operational efficiency and effectiveness.
- Budget Utilisation - Advises on how to best utilise the operational budget to maximize efficiency and minimise costs.
- Risk and Compliance Management - Recommends risk mitigation strategies and operational policies to ensure smooth operations and compliance with regulations.
- Staff Development - Provides recommendations on training and development programs to enhance the skills and performance of the operations team.
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Delegation of Authority

- The Operations Manager has delegated authority from the Directors to manage the day-to-day operations of all organisational systems on behalf of SAWCAN. However, this should be undertaken in consultation with the Executive Manager.

Financial accountability

- The Operations Manager has a financial delegation of \$5000 within annual budget approved by the Directors.
- Approval of timesheets and leave requests for reporting staff

Acknowledgement

I..... acknowledge that I have been given a copy of this Position Description and that I have read and understand it.

Signed.....
(Employee)

Date ____/____/____

Signed.....
(Manager)

Date ____/____/____