



## Job Description Form

### Aboriginal Visitor Scheme Operations Manager 50(d)

#### Aboriginal Justice Transformation

##### Position details

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Classification Level:	6
Award/Agreement:	Public Service Award 1992 / Public Sector CSA Agreement (and subsequent agreements)
Position Status:	Permanent
Organisation Unit:	Aboriginal Justice Transformation, Strategic Reform
Physical Location:	Perth CBD

##### Reporting relationships

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Responsible to:	022788 Aboriginal Visitors Scheme State Manager 50(d) – Level 7
<b>This position:</b>	<b>022603 Aboriginal Visitors Scheme Operations Manager 50(d) – Level 6</b>
Direct reports:	Aboriginal Visitors Scheme Operations Officer 50(d) (Generic) – Level 5

##### Overview of the position

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The Aboriginal Justice Transformation directorate identifies and analyses emerging justice trends and develops responsive, innovative, practical policy and programs that deliver desired outcomes for our diverse stakeholders.

The Directorate also provides leadership and strategic direction to guide and support the Department's approach to Aboriginal justice in its policies, programs, strategies, services and initiatives. Including building and managing productive and effective relationships and partnerships with Aboriginal communities.

The Aboriginal Visitors Scheme (AVS) is a specialist program that bridges the cultural gaps and promotes Aboriginal culture in custodial settings, creating a safer and more beneficial rehabilitative environment that lends itself to a more successful reintegration outside of the custodial environment.

In consultation with a diverse group of internal and external stakeholders and clients, the position manages ongoing service delivery and business improvements for the AVS. The AVS Operations Manager is also responsible for leading the strategic relationships with

external stakeholders, including the Aboriginal Community Controlled Organisations (ACCOs) in regions in which the AVS operates.

The incumbent handles complex service delivery and resource management issues with autonomy, referring to the Manager when required, and contributes to strategic matters under the direction of the Manager.

### **Job description**

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As part of the Aboriginal Visitor Scheme (AVS) team, the successful applicant will be expected to:

- Work to improve communication and model integrity and respect in all interactions.
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity.
- Operate within the chain of command to coordinate activities required to meet the Department's strategic objectives.
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.
- Facilitate cultural and management reforms within the Department through leadership and engagement.
- Represent the Department's interest on committees and working groups as required.

### **Role specific responsibilities**

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- Ensures that resources, including human, financial and physical assets are available, responsibly managed, and effectively deployed to meet the needs of the AVS.
- Monitors and reports on AVS budget and expenditure. Undertakes forecasting and budgeting requirements and oversees purchasing and payment transactions.
- Contributes to the effective use of information and knowledge for the AVS.
- Monitors and reports in relation to business performance indicators.
- Lead and supervises daily work activity of the Operations Officer and visitors in the provision of an effective and efficient service delivery that meets customer needs.
- Fosters effective teams through training & development and performance management of Coordinators and Visitors.
- Advises and supports the Operations Officer and Visitors and handles more complex issues as they arise.
- Provides regular reports to the Manager on the delivery of services.
- Establishes and maintains effective departmental, community and government networks to develop services and ensure they meet client, management, and stakeholder expectations.

- Represents the business area on internal and external committees and working parties as required.
- Assists in the promotion, marketing, and community awareness of the Aboriginal Visitors Scheme.
- Prepares research, project proposals and discussion papers regarding the improvement of access and services to Aboriginal people.
- Research and prepares discussion papers, draft reports or briefings on issues concerning Aboriginal people retained in prisons, detention centres or Police lockups.
- Monitoring and evaluation of policies, procedures and guidelines and recommends changes.
- Develops and implements strategies to improve systems, procedures, and performance.
- Implements, coordinates, and monitors the Performance Planning and Development for staff and reports on the assessment tools and individual development plans.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

### **Job related requirements**

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In the context of the roles specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

#### **Shapes and Manages Strategy**

The ability to; understand the Department's objectives and links to the whole-of-government agenda, understand the strategic direction and objectives of the business unit and the factors that may impact on work plans and operational goals, scan the environment to monitor priorities and keep self and other stakeholders informed on critical factors and issues, think laterally, be innovative, identify and work collaboratively to overcome challenges and implement reform program initiatives are important for this role.

#### **Achieve Results**

The ability to; evaluate project/program performance, identify areas of improvement and initiate changes to ensure positive outcomes, deal positively with uncertainty and cope in a changing environment, able to determine appropriate actions despite a lack of clarity, a focus on quality, adherence to current procedures and managing projects to completion within a set timeframe are fundamental to this role.

#### **Builds Productive Relationships**

The capacity to network effectively in order to build and sustain relationships with key stakeholders, team members and other staff in the agency, to actively listen to staff, colleagues and stakeholders involved in the reform program and encourage engagement and contribution to the process is a requirement for this role.

#### **Exemplifies Personal Integrity and Self-Awareness**

A demonstrated; high level of personal commitment to integrity, professionalism, probity and personal development; adherence to the Code of Conduct; ability to constructively challenge issues, discuss alternatives to progress issues, meet objectives, follow up to finalise work, maintain a positive outlook. Engage with risk by providing impartial and clear advice, constructively challenging issues and proposing solutions. Actively identifies potential risk issues and reports to management.

### **Communicates and Influences Effectively**

A demonstrated ability to present messages confidently and persuasively and to successfully listen, understand and adapt to a range of audiences is a requirement for this role.

### **Role Specific Criteria**

- Knowledge and experience working in the Justice sector.

### **Special requirements/equipment**

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- This position has been identified under Section 50(d) of the Equal Opportunity Act 1984 that Aboriginality is considered essential.
- This position is identified under Section 6 of the *Working with Children (Criminal Record Checking) Act 2004* as Child Related Work. Applicants must have a current Working with Children Check to be eligible for appointment to this position.
- The position holder may be required to travel within Western Australia for operational purposes.

### **Certification**

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The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Deputy Director General

Signature: \_\_\_\_\_ Date: 13 Feb. 2024

HR certification date: March 2024