



THIRRILI

Director, Service Delivery (Identified)

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| Location: | Remote based in QLD, NSW or ACT |
| Position Type: | Full Time – 38 Hours per Week Fixed-term to 30 June 2026 Working outside of normal business hours and some travel may be required |
| Employment Instrument | SCHADS Award – Level 8 |
| Delegation: | In accordance with Delegation policy |
| Reporting to: | Chief Executive Officer |

Organisational Overview

Thirrili is a proud Aboriginal and Torres Strait Islander Community Controlled Organisation, we recognise the strengths of our communities and uphold protective boundaries for individuals, families and communities that allow self-determination.

Our Vision

That Aboriginal and Torres Strait Islander families and communities are thriving and flourishing for future generations.

Our Purpose

To provide support to Aboriginal and Torres Strait Islander peoples with the acknowledgement of shared, collective, continuous ancestral connections, by drawing on cultural ways of knowing, being, and doing.

Our Cultural Values

Our cultural values are embedded into all aspects of our organisation. We are:

- Collective, working with communities by invitation to support community led decision making,
- Respectful, working with communities under their protocols, at their direction,
- Reciprocal, ensuring we provide support and service when communities grant us their trust,
- Relationship based: we understand, and respect that our relationship with individuals, families and communities is based on a continuum of care which reaches beyond any one incident or event, and is founded in our shared identity as Aboriginal and Torres Strait Islander peoples,
- Diverse, our organisation reflects the complex composition of Aboriginal and Torres Strait Islander communities in Australia, is inclusive and accessible to all.

Position Overview

The Director, Service Delivery has primary responsibility for clinical governance and leadership in relation to postvention suicide service delivery in accordance with the National Mental Health Standards, legal requirements, professional competencies and organisational policies and procedures.

The Director, Service Delivery will provide a high level of strategic leadership and clinical direction across a designated number of business units, ensuring the highest standards of service delivery are achieved. In addition, Thirrii seeks a set of attributes amongst all employees. These attributes being:

- Culturally safe and responsive in practice.
- Proficient at working closely with diverse teams.
- Trauma informed and
- Ability to work in a hybrid workforce model – in-office or remotely.

Key Responsibilities and Duties

The key responsibilities and duties for this role include but are not limited to the following:

- Provides executive clinical leadership, ensuring organisational programs operate within a strong clinical governance, safety, quality and risk management system,
- Contributes as a member of the executive leadership team, providing strategic advice to the CEO and Board on clinical practice, service delivery and sector developments.
- Leads the alignment of clinical practice and service delivery within the strategic plan and governance frameworks.
- Oversee reporting and service insights, working with service delivery teams to monitor intake, case activity, service demand and outcomes.
- Provide leadership to multiple teams, supporting culturally safe and high performing service environments.
- Build and maintain strategic partnerships with ACCO's, government and key stakeholders.
- Provide strategic leadership in suicide prevention, intervention and postvention within Aboriginal and Torres Strait Islander communities.
- Engage in individual and direct reports Continuing Professional Development, Self Care and Reflexivity.
- Provide leadership in the development and implementation of new projects and initiatives.
- Supports the Model of Care's accreditation under the National Safety and Quality Mental Health Standards for Community Managed Organisations.

Additional duties may be assigned as needed, beyond those explicitly listed, to meet the evolving needs of the role.

In addition, Thirrii seeks a set of attributes amongst all employees. These attributes being:

- Culturally safe and responsive in practice;
- Proficient at working closely with diverse teams;
- Trauma informed; and
- Ability to work in a hybrid workforce model – in office or remotely.

Relevant Qualifications and Work Experience

- Qualifications in psychology, social work, counselling or a related discipline.

Essential Criteria

- Demonstrated experience in an executive role, within the mental health, social and emotional wellbeing or community services sector.
- Demonstrated expertise in clinical governance, quality and safety systems and risk management.
- Proven leadership experience managing teams across complex service environments.
- Strong experience in suicide prevention, intervention and postvention,
- Experience producing high level reports and program outcomes for government funded initiatives.
- Strong stakeholder engagement and partnership building capability.

Mandatory

- Motor Vehicle Driver's License and the ability to travel
- Satisfactory National Police Record Check.
- Satisfactory Working with Children Check/Working with Vulnerable Peoples

** Registration/licences that are essential requirements of this role must always remain current and valid whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer if a registration/licence is revoked, cancelled or has its conditions altered.*

Special Conditions

Being Aboriginal or a Torres Strait Islander is mandatory as it is a genuine occupational requirement for this position. The filling of this position is intended to constitute a special/equal opportunity measure under section 8(1) of the Racial Discrimination Act 1975 (Cth).

It is required that all Thirrili staff facilitate, lead and support community engagement activities where the strategic plan requires our participation, and this is inclusive of promotion of those events and reporting. It includes contributions to key communications channels, such as newsletters, social media and contract reporting.

It is also a prerequisite that staff, will from time to time, be required to manage and lead national/state/regional meetings/events/ functions based in their jurisdictions, with support from their Managers and Coordinators.

All Thirrili staff are expected to promote the organisation's strategic goals, present the organisation as a professional and respectful culturally immersed service, and represent Thirrili positively to external stakeholders and communities.

As the organisation is required to respond to suicide and trauma, which is unpredictable in timing, the incumbent is expected to be flexible and responsive with their availability to work and travel to other areas from the position base and within Australia as required.

Thirrili Ltd will meet accommodation and travel expenses in accordance with organisational Policies and the relevant ATO Determination.

I have read, understood, and accept the role and responsibilities outlined in the position description.

Employee: _____ Date: _____

Signature: _____

Manager: _____ Date: _____

Signature: _____