



## Chief Operating Officer

---

<b>Location:</b>	Remote
<b>Position Type:</b>	Full Time – 38 Hours per Week Working outside of normal business hours and some travel may be required
<b>Employment Instrument</b>	SCHADS Award – Level 8
<b>Delegation:</b>	In accordance with Thirrili Delegations Policy
<b>Reporting to:</b>	Chief Executive Officer (CEO)
<b>Salary:</b>	Negotiable, commensurate with experience, salary packaging available

---

### 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

Working in partnership with the Chief Executive Officer, Director, Service Delivery and the Executive Team, The Chief Operating Officer (COO) is primarily responsible for leading the implementation of strategic and operational initiatives across Thirrili Ltd, with a focus on change management, organisational performance, stakeholder engagement, and culturally responsive leadership.

Operating under limited direction of the Chief Executive Officer, the COO will work to:

- Lead and support the Implementation of organisational change management and communication strategies in partnership with the CEO and Directors of service delivery
- Oversee strategic projects, programs, contracts and organisational operations, ensuring effective management of human, financial, technological and compliance requirements
- Build and maintain high-level strategic partnerships across health, education, government and related sectors to advance Thirrili's priorities and collaborative outcomes
- Provide senior representation of Thirrili at meetings, conferences, forums and stakeholder engagements
- Lead strategic planning, evaluation, quality improvement, and business development activities, including funding submissions, reports, briefs and presentations for the CEO, Board and funding bodies
- Monitor organisational performance, analyse data and oversee risk management processes, including mitigation and business continuity planning across operational, financial and reputational areas
- Provide high-level leadership, supervision and performance management to multiple teams, ensuring alignment with Thirrili's strategic plan
- Demonstrate and embed culturally safe, responsive, and respectful ways of working with Aboriginal and Torres Strait Islander peoples and communities across all areas of practise and leadership.

This position description provides a general overview of key responsibilities and tasks. Additional duties may be assigned as needed, beyond those explicitly listed, to meet the evolving needs of the role.

In addition, Thirrili 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 at PhD or Master's, level or equivalent in Business Management, Human Resource Management, Community Management and/or any other related discipline
- Experience engaging diverse audiences using online platforms.
- Empathy, willingness to learn and a team-oriented approach.
- Familiarity with the Aboriginal Community Controlled Sector or Not-for-Profit.

## Essential Criteria

- Extensive experience in policy, program management, research, education, partnership management, risk management, change management and/or community development.
- Significant experience in strategic business planning, quality improvement, governance, and reporting and navigating national policy environments.
- Demonstrated capability to lead, identify, develop, promote, coordinate, and deliver activities which support the strategic objectives and aims of an organisation.
- Highly developed conceptual, analytical, and applied research skills.
- Highly developed interpersonal, communication and negotiation skills.
- Demonstrated experience in team management and leadership to drive quality outputs and meet competing priorities in a fast-paced high achieving environment.
- Relevant tertiary qualifications or equivalent experience, including within a for-purpose or community-controlled context.
- Ability to travel including to rural and remote locations and maintain relevant working with children/working with vulnerable people's clearances.

## Mandatory

- Motor Vehicle Driver's License.
- Satisfactory National Police Record Check.
- Satisfactory Working with Children Check

*\* 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: \_\_\_\_\_