

Role Description

Role title:	Classification:
Program Coordinator, APY Lands	ASO5
Division/Business unit:	Reports to:
Community and Aboriginal Partnerships / Remote and Regional Service Development / Regional and Remote Partnerships	Service Coordinator, APY Lands

Role purpose:

The Program Coordinator, APY Lands is a role with within Remote and Regional Service Development and is accountable to the Service Coordinator, APY Lands for:

- Leading site administration of the Family Wellbeing Centres on the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands in a range of functions including supporting staff, data collection and reporting requirements.
- Supporting stakeholder relationships that contribute to effective service delivery to clients and communities on the APY Lands.
- Co-designing and supporting programs and services that address the needs of community members.
- Assisting, coordinating and advising the Remote Visitors Outreach team on how to work effectively with remote Aboriginal visitors, specifically those who have returned to Country.

Key outcomes and accountabilities:

1. Build awareness and promote the Family Wellbeing Centres on the APY Lands through working in partnership with families, remote communities and Government and non-government agencies to respond to community needs and maintain assets and quality service standards for Family Wellbeing Centres, enabling and ensuring families and community groups are aware of services and programs being provided.
2. Work collaboratively to develop effective working relationships with staff and stakeholders including community leaders to support Anangu people and their families to receive culturally responsive services.
3. Support service navigation within the APY Lands to assist vulnerable community members.
4. Lead effective engagement of the community through appropriate communication and allocation of resources to enable and support participation.
5. Establish and maintain effective partnerships and networks with peak advisory bodies, community leaders and identified stakeholders to facilitate the successful coordination of programs and support Anangu people and their families to receive culturally responsive services.
6. Mentor and support staff and community connectors through providing constructive feedback and supporting professional development in the APY Lands.

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

- Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.

- Successful applicant will be required to hold a Department of Human Services (DHS) Working with Children Check (WWCC) prior to being employed and maintain a DHS WWCC during employment.
- Must hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties and undertake 4-wheel drive training.
- Incumbent is required to travel extensively as part of the program activities and must be willing to travel alone to remote locations.
- Out of hours and intrastate travel is required, including regular visits to the APY Lands and regional areas.
- Incumbent is required to work across Adelaide metropolitan areas, Marla and on the APY Lands.

Key Relationships/Interactions:

- Service Coordinator, APY Lands (line manager)
- Remote and Regional Service Development staff
- Community and Aboriginal Partnerships staff
- Other Government agencies
- Aboriginal families, remote communities and organisations including Aboriginal Community Controlled Organisations (ACCOs) and Native Title Bodies
- Relevant Non-Government Organisations (NGOs)
- Peak Bodies and Advisory Committees

Budget/Delegations:

No budget or HR delegation accountabilities for this role.

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Take action and provide services that are inclusive of Aboriginal people and people from culturally and linguistically diverse backgrounds, as well as engaging in learning about other cultures to better establish relationships and improve services.
- We are committed to treating everyone equally, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- We are committed to open, inclusive workplaces that embraces and supports difference and diversity. This includes a zero tolerance for discrimination or disrespectful behaviours, whether to or by customers, staff, or suppliers and contractors.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Implement Projects and Programs** – Ability to plan, implement, monitor assess and evaluate appropriate programs that perform outreach in a culturally informed and safe manner.
2. **Aboriginal Community Experience** – Utilise experience in establishing, leading and maintaining formal and informal networks and partnerships with Aboriginal people through their kinship systems.

3. **Relationships and Networks** – Establish and maintain effective relationships and networks with internal and external stakeholders including Aboriginal families, remote communities and organisations.
4. **Relationship Management** – Work collaboratively to develop effective working relationships with peers, staff and stakeholders in order to deliver quality and timely communications and services.

Qualifications:

Desirable: Tertiary qualification in Community Services or other relevant fields alongside training in cultural language or practice.

Key leadership competencies and expected behaviours at this classification:**Supports and implements strategic direction**

- ☒ Understands the big picture and contributes to the development of strategic direction for the BU.
- ☐ Assumes ownership of team goals and business objectives.
- ☒ Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- ☐ Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- ☒ Identifies and analyses complex problems relating to the team's work objectives.

Achieves and monitors own results

- ☒ Delivers results and improvements to meet team objectives.
- ☒ Evaluates existing systems and resources, and identifies opportunities for development and improvement.
- ☐ Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- ☒ Abides by the laws, regulations and policies determining team and individual role activities.
- ☐ Holds self and others accountable for reaching team outcomes, and escalates issues where necessary.
- ☒ Monitors team/project performance and seeks feedback to guide improvements.
- ☐ Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

Enhances service delivery excellence

- ☐ Adds value to the BU by setting, reaching and encouraging high performance standards.
- ☐ Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- ☐ Provides others with ongoing feedback and coaching for development.
- ☐ Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- ☐ Embeds a strong customer service ethos by understanding needs.
- ☐ Effectively manages resources to meet competing and complex demands.

Cultivates productive working relationships

- ☐ Seeks to understand the perspectives of others and the implication in the wider public sector.
- ☐ Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon
- ☐ Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- ☐ Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- ☐ Engages in strategic relationships with internal and external stakeholders.
- ☐ Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly

Exhibits personal drive and professionalism

- ☐ Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- ☐ Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- ☐ Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- ☐ Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- ☐ Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- ☐ Ensures a focus on wellbeing and safety for self and others, and raises concerns where necessary.

Approval:

Assessed by: Lazaras Panayiotou, Assistant Human Resources Business Partner

Lana

Date: 29/05/2025

Approved by: Jacqueline Costanzo, Director, Remote and Regional Service Development

Jacqueline Costanzo

Date: 30/05/2025