

WEST ARNHEM

REGIONAL COUNCIL

POSITION DESCRIPTION

Position Title Manager Community Services			
Location	Jabiru	Department	Community and Council Services
Position Level	10	Work Group	Community Services
Position Type	Permanent, Full time	Approval Date	14 September 2026
Coverage	WARC Enterprise Agreement	Approved By	CEO

Position Objective

The Manager Community Services leads the planning, coordination and continuous improvement of Council's community service programs across the West Arnhem Region. This role provides strategic leadership and support to ensure services are delivered safely, effectively, compliantly and in a culturally respectful manner.

Working closely with community teams, managers and funding partners, the position oversees service delivery, supports grant and funding outcomes, and ensures programs are well managed, financially sustainable and responsive to community needs.

Through strong leadership, collaboration and sound governance, the Manager Community Services helps Council deliver high-quality services that improve the wellbeing of communities, including aged and disability care, crèches, night patrol, broadcasting, sport and recreation, and library.

Key Duties and Responsibilities

1. Provide strategic advice to the Director of Community and Council Services regarding community professional support matters in relation to Council's Regional Plan.
2. Create and deliver annual business plans for the attainment of goals and objectives as set by the Council and the Executive.
3. Oversee financial planning, forecasting and budget performance across all community services programs and projects to deliver efficient and sustainable budget outcomes.
4. Ensure service plans are developed and delivered in line with funding agreements, operational requirements and community expectations.
5. Manage tenders, write Council Reports, prepare financial returns and acquittals and meet all legislative requirements.
6. Monitor performance, manage risks and implement corrective actions to address operational issues and support service continuity in remote communities.
7. Lead, mentor and develop the Community Services team to deliver well and grow their skills and capacity.
8. Foster a positive team culture that encourages collaboration, innovation, inclusion and continuous improvement.
9. Provide professional leadership and oversight, and participation in recruitment activities for community service programs, including participating in, or delegating appropriately qualified staff to participate in, interview panels.
10. Build strong and positive working relationships with Directors, Managers, Coordinators and other internal stakeholders to support high-quality community service delivery across the region.
11. Develop and maintain productive partnerships with government agencies, funding bodies, community organisations and other stakeholders, ensuring effective community engagement, two-way learning and culturally appropriate service delivery that responds to community needs.
12. Maintain accreditation, quality standards and compliance requirements across all community service programs.
13. Prepare high-quality reports, briefings and recommendations for Council and the Executive that support informed decision-making.
14. Manage relevant contracts and contractor performance in accordance with procurement requirements, contractual obligations and Council policies.



Key Duties and Responsibilities

15. Work with relevant stakeholders to ensure Council's community services infrastructure and assets meet required service levels.
16. Review policy and procedures for all areas of responsibility in accordance with legislative requirements, industry best practice and relevant review timeframes.
17. Regarding work health and safety in the workplace:
 - a. fulfil Officer duties and responsibilities in accordance with relevant legislation; and
 - b. ensure you work safely, the way you work does not cause harm to others, and you use measures within your control that prevent injuries or illnesses; and
 - c. within your area of responsibility, ensure compliance with work health and safety legislation and Council's work health and safety policies and procedures.

The employee is required to undertake any other reasonable duties or tasks as directed by the Director Community and Council Services.

Essential Criteria

1. Tertiary qualification in public health, community development or a related field and significant relevant experience in community/human services.
2. Highly developed written and verbal communication skills, including the ability to prepare quality reports, provide strategic advice, influence stakeholders and communicate complex information clearly and effectively.
3. Highly developed interpersonal skills with the ability to build productive and positive relationships, collaborate effectively and engage with a diverse range of internal and external stakeholders.
4. Demonstrated experience leading and inspiring a diverse staff group and developing a customer-focused, productive team culture.
5. Demonstrated experience managing complex budgets, monitoring expenditure, achieving financial outcomes and administering grant-funded programs.
6. Proven ability to analyse complex issues, balance competing priorities, manage risk and make sound decisions in a dynamic and changing environment.
7. Extensive knowledge and experience in policy development, program design, service planning and continuous improvement within community or human services environments.
8. Demonstrated experience working in and/or demonstrated understanding of the unique needs of the West Arnhem Region communities.
9. Strong understanding and appreciation of Indigenous culture, living and working in remote communities and a demonstrated ability to be a good a cultural fit for Council.
10. Qualifications / licences / checks:
 - a. Current C Class Drivers licence, at a minimum
 - b. Current NDIS Worker Screening Check.
 - c. Current Ochre Card

Desirable Criteria

1. Experience working in remote Indigenous communities.
2. Local government experience.



Organisational Relationships & Further Information			
Reports to	Director Community and Council Services (DCCS)	Supervises	Community Care Senior Project Officer (Aged & NDIS), Community Wellbeing Senior Project Officer, NDIS Remote Community Connector Officer
Internal liaising	Community members Other managers All staff	External liaising	Government Community organisations Community members and stakeholders Consultants and Businesses
Span of hours	Days on which ordinary hours can be worked – Monday to Sunday Span of ordinary hours – 5.00 am to 10.00 pm		
Employment Check / Permit	Criminal History Check is mandatory. Unless relevant to the position, criminal history will not affect employment. Eligibility to hold a Northern Land Council permit to work is an essential requirement of all employees who are not Aboriginal people living within the land trust.		
Travel	Travel to remote communities by light aircraft or 4wd will be required, and stays may be required.		

This position description should be read, and applied, in conjunction with other corporate documentation that guides decision-making, action and conduct, including but not limited to: the employment contract and conditions, Code of Conduct, delegation manual, legislation, regulation, policies, procedure, process, standards and plans.