JOB DESCRIPTION

MHW First Nations Operational Lead

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.
Our values: As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold.**

At Uniting NSW.ACT is responsible for the social justice, community services and chaplaincy work of the Uniting Church in NSW and the ACT.

We provide care and support for people through all ages and stages of life, with a focus on people experiencing disadvantage and vulnerability. Our purpose is to inspire people, enliven communities and confront injustice.

We value diversity and always welcome everyone exactly as they are. We are **one of Australia's Largest and most trusted Service Providers** for **Children, Youth and Family programs** which is made up of a team of **diverse, purpose-Led people** who really are making a difference to the world around them.

Our Uniting Recovery program is a lead provider for many community service programs across Sydney which support people to lead fulfilling and independent lives through the delivery of services, education and training which are person-centred and recovery focused.

ABOUT THE ROLE

Role Purpose

The First Nations Operational Lead is a pivotal leadership role in the Uniting Mental Health & Wellbeing services, championing best practices to strengthen cultural capability across the Mental Health and Wellbeing (MHW) portfolio, support First Nations staff, and ensure the delivery of culturally safe, responsive, and inclusive services.

In partnerships with the Operations Team, the First Nations Operational Lead will oversee the implementation and integration of the First Nations People and Place Strategy within the portfolio including embedding the Aboriginal Service Delivery Principles into everyday practice, strengthening workforce capability, advancing diversity and inclusion strategies, and driving improved service quality and outcomes for Aboriginal and Torres Strait Islander consumers.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the team through the following:

- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders.
- Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre.
- Actively engage and participate in the performance management framework and review processes at Uniting.
- Act in a manner which upholds and positively reflects the Uniting Code of Conduct and Ethical Behaviour.
- Contribute to a culture of openness, feedback and productivity.
- Model, communicate and act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate.
- Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures.
- Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the MHW First Nations Operational Lead, your role specifically will:

Operationalise strategy

- Work closely with the Head of Mental Health and Wellbeing Services, General Managers and the First Nations Subcommittee to translate the First Nations People and Place into tactical plans and action which team members can effectively implement.
- Operating as a key member of the leadership team, provide cultural advice, expertise, and leadership to ensure that First Nations workforce needs are embedded through all systems, processes, and activities of our programs
- Provide consistent and visible leadership in WH&S behaviours and actions within the team and department and ensure there is a safe working environment, and that staff are properly trained to be able to work in a safe manner.

Support First Nations workforce

- In partnership with the Operations Team, lead the implementation and monitoring of the First Nations workforce plan to ensure First Nations staff thrive in our programs
- Co-lead the development and implementation of strategies to integrate designated First Nations roles into key aspects of mental health service delivery.
- Advocate for the First Nations workforce perspective within Uniting and in external forums, influencing policy and service design to ensure these voices are embedded and respected.

- Advocate for and develop staff in designated First Nations roles, while upskilling the broader MHWS workforce to deliver culturally safe supervision and culturally safe team and work environments.
- Lead implementation of Cultural Supervision, mentoring, and guidance for First Nations staff.
- Foster the professional growth and wellbeing of First Nations staff by working collaboratively with line managers to promote holistic, culturally safe approaches to development and support. For example, supporting access to tailored professional development and connecting staff to safe peer networks.

Enhance cultural capability

- Co-Lead culturally informed guidance and support across the MHW portfolio, ensuring services are responsive to the cultural context and needs of Aboriginal consumers including the following:
  - Best practice strategies for effective engagement and inclusion of Aboriginal consumers and their families and carers.
  - Strategies to navigate engagement, assessment and practice to achieve optimal outcomes
  - Culturally effective consultation in relation to work undertaken in the MHW portfolio, cultural plans, advocacy and referrals
  - Culturally informed workforce strategies are designed to attract, support, and retain Aboriginal staff.

- Lead initiatives across MHW programs by building the capabilities of all staff through the roll out of culturally specific initiatives such as audits and cultural immersion training and coaching to embed the Aboriginal Service Delivery Principles consistently across programs.
- In partnership with MHW governance structures, Lead the development and review of initiatives, activities, and strategies both existing and proposed, by ensuring a culturally safe and inclusive lens is consistently embedded across all stages of planning, implementation, and evaluation.
- Create pathways and platforms to support people leaders to identify ongoing cultural capability training for non-First Nations staff.

Cultural networks

- Provide Leadership in building and sustaining cultural support networks across Uniting, strengthening connections between MHW staff and established Aboriginal-Led forums such as Ngumbadal, and ensuring access to culturally safe spaces.
- Lead the planning and coordination of communications that strengthen alignment and collaboration between the MHW portfolio, the First Nations Strategy and Outcomes Unit, and Aboriginal governance and Leadership structures, including the Ngumbadal Leadership Group and Ngumbadal Gathering.
- Act as a senior liaison with Aboriginal stakeholders and community members, fostering trusted relationships and addressing systemic barriers between

mainstream services and Aboriginal consumers to improve access, engagement, and outcomes.

Governance and leadership

- Provide active leadership as co-chair of the First Nations Subcommittee, ensuring Aboriginal cultural perspectives are embedded in service planning, quality assurance, and governance across the MHW portfolio.
- Provide high-level cultural advice to the MHW Leadership Team, contributing to strategic direction, decision-making, and planning processes.
- Lead and influence continuous improvement initiatives that strengthen culturally safe, responsive, and inclusive service delivery for Aboriginal consumers, their families, and carers.
- Provide leadership in the review and development of operational frameworks, including Operations Manuals, policies, and procedures, to ensure a strong and consistent cultural lens is applied.
- Champion and support improvements in data collection and use relating to Aboriginal consumers to inform service planning, delivery, evaluation, and reporting.
- Model inclusive leadership by fostering a safe, respectful, and supportive working environment that values and celebrates diversity across nationality, cultural background, LGBTQIA+ identity, ability, gender, and age.

ABOUT YOU IN THE ROLE

As a staff member of Uniting, you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate: Communities
You'll report to: General Manager Mental Health and Wellbeing

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YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work-** Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
- **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
- **Develops and Grows the Business** - Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
- **Makes Sound Decisions** - Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

QUALIFICATIONS & EXPERIENCE

Qualifications:

- This is an identified position for Aboriginal and Torres Strait Islander people. Aboriginality is a genuine qualification authorised under Section 14(d) of the Anti-Discrimination ACT 1977. Successful applicants will be required to provide appropriate evidence of identity as an Australian Aboriginal and/or Torres Strait Islander person.
- Bachelor or Diploma qualifications in a relevant field or equivalent experience
- Current Australian Driver's License.

Experience:

We are seeking an experienced and culturally grounded leader who brings deep knowledge of Aboriginal culture, strong community connections, and a demonstrated ability to support and mentor others. The successful candidate will have experience providing cultural supervision, guidance, or coaching, and will be confident in working across diverse teams to uplift cultural capability. They will be skilled at building trusted relationships with Aboriginal communities and stakeholders, and able to translate cultural knowledge into practical strategies that improve staff wellbeing, workforce retention, and service outcomes for Aboriginal and Torres Strait Islander consumers. Experience in the mental health, wellbeing, or community services sectors will be highly regarded, alongside the ability to contribute to governance processes and deliver training that embeds cultural safety across the organisation.

- Aboriginality and willingness to be an active member of the Uniting Ngumbadal First Nations Staff Network
- Demonstrated cultural knowledge and strong connections to Aboriginal communities.
- Experience providing cultural supervision, mentoring, or coaching.
- Strong understanding of cultural safety, equity, and strategies to support culturally safe service delivery.
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- Demonstrated experience in supporting teams in the development, implementation and delivery of best practice services for First Nations Peoples

and communities.

- Proven ability to engage and collaborate with a wide range of stakeholders (internal and external)

Even better:

- Experience working in the mental health, wellbeing or community services sector
- Experience providing cultural supervision, mentoring, or coaching.
- Understanding of Aboriginal Service Delivery Principles.
- Experience in governance or participation on advisory/community structures
- Strong facilitation and training delivery skills

Employee Name:	Insert employee name	**Manager's Name:** **Title**	Insert manager's nam Insert manager's title
Date:	Insert date	**Date:**	Insert date
Signature:		**Signature:**	