



Information for Applicants

Position:	Domestic and Family Violence Services – Operations Manager
Employment Basis:	Permanent Part-time
Ordinary Hours:	Up to 28 hours per week, to be worked weekdays, days and times of work negotiable.
AWARD:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services Employee - Level 7
Rate of Pay:	\$60.27- \$62.79 (depending on level of experience applicable to the role)

If selected for an interview, applicants must be available to attend on **16 October 2025**.

Applications must be received by **5pm on 10 October 2025**. Late applications will not be considered.

To apply, please provide:

- a cover letter, addressing all of the “selection criteria” outlined at the end of the attached Position Description;
- an up-to-date resume;
- contact details for two recent employment referees, one from a current or previous supervisor;
- your NSW Working With Children Check number and date of birth (for verification purposes);
- a recent Criminal Record Check if available.

Email your Application to employment@warrina.org.au with the subject heading ‘Operations Manager’.



Position Description

Position:	Operations Manager
Reports to:	Chief Executive Officer (CEO)
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services Employee; Level 7
Hours of Work:	As per the Contract of Employment

Position Context:

Warrina Domestic & Family Violence Specialist Services Co-operative Ltd (Warrina) is a not-for-profit organisation providing a range of support services for women and children who are experiencing domestic and family violence.

Warrina currently manages the following services:

- *The Coffs Harbour, Bellingen and Nambucca Homelessness Support Service for Women:* funded by Department of Communities and Justice under the Specialist Homelessness Service (SHS) program, and incorporating the Women's and Children's Refuge and outreach service. The service provides crisis accommodation, case management, and support services to women and dependent children affected by domestic and family violence and/or homelessness.
- *The Coffs-Clarence Women's Domestic Violence Court Advocacy Service (WDVCAS):* funded by Legal Aid NSW to cover the Coffs Harbour, Grafton and Maclean Local Courts. The service provides information, referral, advocacy and support to women and children who are experiencing domestic violence; co-ordinates the Safety Action Meetings for the Coffs-Clarence Local Area Command; and provides the Family Advocacy and Support Service and case management services. Staff operate from offices in Coffs Harbour and Grafton.
- *Safer Futures:* funded and accredited by Department of Communities and Justice. The service delivers an accredited Men's Behaviour Change Program, through individual and group sessions working with men who have used violence in their past or present relationships to address their use of violence with a view to reduce re-offending. The program is supported by the Women and Children's Advocate who provides a voice to the stories and experiences of family members impacted by a man's choice to use violence.
- *The Staying Home Leaving Violence (SHLV) program:* funded by Department of Communities and Justice. The SHLV program supports women and their children to remain in their homes after ending a violent relationship by providing case management support and implementing physical security measures.
- Additionally a small number of grant-funded and partnership projects supporting women and children in the community.

Warrina is a co-operative governed by an elected Board of Directors who meet every month. The organisation is a registered Charity and Deductible Gift Recipient.



The Executive Team consists of the Chief Executive Officer, the Operations Manager, and the Finance & Governance Coordinator. The Executive Team works closely with the Service Co-ordinators to oversee the delivery of services, ensuring compliance with service contracts, various regulating bodies as well the vision and values of the organisation.

The organisation employs around 45 staff in full-time, part-time, fixed contract and casual positions. Staff operate from various locations and provide services across the Coffs Harbour, Bellingen, Nambucca, and Clarence local government areas.

Purpose and Function:

The aim of the organisation is to provide a continuum of confidential, culturally safe and individually sensitive support services to women and their children. Working in collaboration with government and non-government agencies we strive to reduce the impact of domestic and family violence.

The Operations Manager's core role is the coordination, support and oversight of the organisation's workforce.

All staff are required to work collaboratively and within a feminist framework. This position requires an understanding of the gendered nature of domestic and family violence and the impact of exposure to domestic and family violence on children.

Core Responsibilities:

- Implementation and Oversight of Policies & Procedures
- Contribute to and implement Strategic Planning
- Risk Management and Work Health & Safety
- Compliance & Quality Improvement Activities
- Oversee Stakeholder & Partnership relationships
- Human Resources Management

Organisational Management, Governance, and Strategic Planning

- Work collaboratively with the Executive Team with the day-to-day management of the organisation as a whole, and relieve the CEO as required;
- Work collaboratively with the Executive Team in resourcing the Board of Directors and Co-operative Members;
- Work collaboratively with the Executive Team in developing, reviewing and implementation of strategic and operational plans;
- Work collaboratively with the Executive Team in preparing tenders, funding submission and grant opportunities;
- Work collaboratively with the Executive Team and program coordinators to implement new programs;
- Work collaboratively with the Executive Team in the management of Human Resources.



Human Resources Management

Strategic HR Leadership

- Develop and implement HR strategies and workforce plans aligned with trauma-informed and feminist principles.
- Provide leadership on workforce planning, talent management, and organisational development in a community-based DFV context.

Recruitment and Onboarding

- Lead end-to-end recruitment, prioritising diversity, lived experience, and cultural safety.
- Oversee trauma-informed onboarding processes to support new staff entering sensitive roles.

Employee Relations and Industrial Compliance

- Provide analysis and recommendations on performance management, complex employee issues, conflict resolution, and misconduct in line with employment law and internal values.
- Ensure compliance with the Fair Work Act, SCHADS Award, anti-discrimination laws, and workplace legislation in NSW.

Workplace Culture and Wellbeing

- Promote a psychologically safe and inclusive workplace that supports staff working with trauma-exposed populations.
- Collaborate with leadership to develop wellbeing initiatives and secondary trauma support mechanisms (e.g., debriefing, EAP, vicarious trauma training).

Policy and Procedure Management

- Contribute to the development and maintenance of clear HR policies, procedures, and codes of conduct that reflect best practice in the DFV sector.
- Ensure policies incorporate cultural safety, trauma-informed care, and gender equity.

Learning and Development

- Coordinate professional development, including training on trauma-informed practice, WHS, DFV sector standards, and cultural competence.
- Support coordinators in managing workplace behavior, supervision, and capability building.

HR Operations and Systems

- Maintain HR records and implement HRIS systems to ensure efficiency and privacy.
- Provide accurate HR reporting to the CEO and Board including workforce data, risk issues, and diversity statistics.
- Collaborate with the Executive Team to manage Workers Compensation claims and Return to Work



Service Co-ordination and Delivery

- Support and oversee the program Co-ordinators with the day-to-day management of their services;
- Develop and maintain referral pathways and protocols.

Community Engagement

- Facilitate and maintain links with key government and non-government organisations and networks;
- Initiate and participate in service co-ordination activities with other agencies;
- Represent the organisation at relevant meetings, forums and seminars.

Risk Management

- Conduct routine risk assessments and regularly and frequently review the various internal and external work environments within the organisation;
- Contribute to and oversee various registers;
- Coordinate the review of incidents, complaints and grievances within the context of risk identification, assessment and management in collaboration with the Executive Team.

General Responsibilities:

- Maintain an understanding of relevant legislation, funding guidelines and policies, including those relating to domestic and family violence, child protection, and privacy. Maintain familiarity with current policies, guidelines, research, and other resources, as they relate to the organisation and its services;
- Comply with organisational policies and procedures;
- Prioritise workload and meet deadlines;
- Monitor and actively manage work and personal stress, to promote personal well-being in the workplace;
- Proactively engage in supervision and annual staff development reviews;
- Participate in staff meetings and staff development activities;
- Communicate effectively with other staff, clients, management, other service providers and the community;
- Produce reports and documents as directed;
- Other duties consistent with the position, as directed by the CEO.



Key Accountabilities:

- Demonstrate leadership and management skills;
- Communicate in an open and transparent manner;
- Demonstrate collaboration, supervision, mentoring, and conflict resolution skills;
- Demonstrate commitment to the organisation's vision and values, accountability, self-direction and initiative;
- Model professional boundaries and ethical standards in interactions with clients, staff and service providers, generating trust and mutual respect;
- Actively demonstrate continuous improvement & learning.

Organisational Relationships:

- Board of Directors of Warrina;
- CEO of Warrina;
- Executive Team of Warrina;
- Service Co-ordinators;
- Team staff;
- Other staff of the organisation.

Other Relationships:

- Clients of the organisation's services;
- Other service providers;
- Peak bodies of the organisation's services;
- Funding bodies of the organisation's services.

Physical Demands and Work Environment:

Due to the nature of the service, there is an inherent risk of violence in the work environment. Organisational policies and procedures are in place to manage the risk to workers and clients.

Due to the nature of the position, the work is required to be carried out onsite.

The position requires travel between the office and other locations on a frequent basis as a normal part of duties.

Conditions of Employment:

The conditions of employment are those that apply under the Social, Community, Home Care and Disability Services Award 2010, the National Employment Standards, and the Contract of Employment.



Selection Criteria

The organisation considers that being female is a genuine occupational qualification under Section 31 of the Anti-Discrimination Act 1977 (NSW).

Essential Criteria

- Minimum of 3 years' experience managing small to medium team or service in the community services sector;
- Comprehensive experience in Human Resources, Business Administration or Industrial Relations;
- Working knowledge and understanding of the issues impacting on women and children experiencing domestic and family violence;
- Demonstrated leadership and management skills, including conflict resolution;
- Demonstrated effective reporting skills;
- Knowledge of compliance requirements around service contracts and various applicable legislation;
- Demonstrated ability to model professional boundaries and interactions with clients, staff and service providers;
- Thorough understanding of the importance of engagement with women from diverse backgrounds and their communities;
- Demonstrated understanding of child protection legislation and training in mandatory reporting;
- Working knowledge of the community services sector and referring agencies;
- Ability to support the delivery of services in accordance with organisational policies and procedures;
- Knowledge and understanding of privacy and confidentiality issues;
- Excellent written and oral communication skills;
- Thorough working knowledge of IT tools and platforms and demonstrated skills in implementing new systems;
- Ability to pass the Working With Children Check and Criminal Record Check;
- Current NSW driver's licence;
- Access to private vehicle for work use.

Desirable Criteria

- Tertiary qualifications in social/community services sector;
- Background in quality assurance management;
- Background in human resources management;
- First Aid Certificate;