



POSITION DESCRIPTION

JOB TITLE:	Organisational Performance and Policy Officer
LOCATION:	Warrnambool, Victoria
TERM:	1.0 FTE, Full time – 24 months
SALARY:	\$90,000 to \$95,000 per annum + SGC
REPORTS TO:	General Manager Corporation Services

THE ORGANISATION

The Eastern Maar Aboriginal Corporation (EMAC) is a Registered Native Title Prescribed Body Corporate (RNTBC) established under the Native Title Act 1993 (Cth) and registered as a corporation under the Corporations (Aboriginal and Torres Strait Islanders) Act 2006 (CATSI Act).

EMAC was established in 2011 following a positive Native Title consent determination by the Federal Court. This determination granted rights over an area known as PART B, spanning from Deen Maar (Lady Julia Percy Island) in the south to Dunkeld in the north. It is shared with the Western Gunditjmarra Native Title Holders, represented by the Gunditj Mirring Traditional Owners Aboriginal Corporation.

In March 2023, a second positive Native Title Determination expanded EMAC's jurisdiction, covering an extended area from Yambuk to Aireys Inlet in the southwest, reaching Middle Creek and Ararat in the north, and returning south to Dunkeld.

Eastern Maar peoples are those descendants, including by adoption, of the following persons:

- King of Port Fairy and Eliza; Old Jack (father of John Dawson); Charlie and Alice (parents of Albert Austin); Samuel Robinson and Mary Caramut; Lizzie (mother of Frank Clarke); Robert and Lucy (parents of Alice Dixon); Barney Minimalk; Nellie Whiturboin; Louisa (mother of William Rawlings) and Richard Sharp;

and who:

- either identify as being from the eastern domain of the Maar-speaking people and are recognised as being from the eastern domain by the Eastern Maar people;
- or otherwise identify as Maar, Gunditjmarra, Tjap Wurrung, Peek Whurrung, Keeray Wooroong (Kirrae Whurrung), Kuurn Kopan Noot, Yarro Waetch (Tooram Tribe), Djargurd Wurrung, Gulidjan and/or Gadubanud and are recognised as being from the eastern domain by the Eastern Maar people.

EMAC is a formally recognized Registered Aboriginal Party (RAP) responsible for protecting and managing cultural heritage. The RAP boundaries extend beyond the Native Title-recognized boundaries, including Winchelsea in the east and reaching the furthest point of Landsborough in the north.

As the representative body, EMAC advocates for the collective group, advancing their native title rights, protecting cultural heritage (notably through the Victorian Registered Aboriginal Party regime), providing policy advice, and leading key initiatives aligned with the rights, aspirations, and assertions of the EMAC community. They actively strive to enhance the cultural and economic capacity and independence of Eastern Maar citizens by pursuing and implementing their economic and social aspirations.



PURPOSE OF THIS POSITION

The Organisational Performance and Policy Officer plays a critical role in driving organisational improvement by developing and implementing robust systems, policies, and operational processes. The role champions a culture of continuous improvement, ensuring alignment with legislative, regulatory, and EMAC community standards, while enhancing efficiency and fostering innovation across the corporation's entire structure.

This role is pivotal in supporting EMAC's strategic objectives, advancing its cultural values, and enhancing service delivery through structured systems and policies. The role will collaborate with diverse teams, ensuring that all processes reflect the needs of the Eastern Maar community, promote accountability, and adhere to EMAC's legal obligations and community assertions as a Registered Aboriginal Party (RAP). A key priority task of the role is designing and implementing a culture of improvement including the review and development of policies and procedures that support EMAC's functions as a RAP.

In addition, the role will not only assess Corporation processes and systems to ensure compliance with legislative, regulatory, and contractual obligations, as well as the maintenance of service and quality standards but also actively assure EMAC's leadership group through routine reporting on the progress made through a quality improvement register.

KEY ROLES AND RESPONSIBILITIES

Policy Development and Implementation:

- Develop, review, and implement policies that align with EMAC's role as a Registered Aboriginal Party (RAP), prioritising RAP-specific policies to ensure compliance with legislative and cultural heritage obligations. (This specifies RAP policies as the first priority.)
- Once RAP-specific policies are finalised, expand efforts to include other organisational systems and processes to enhance overall efficiency and alignment with EMAC's cultural values. (This indicates a phased approach, starting with RAP-focused work.)
- Collaborate with internal teams and external stakeholders to ensure policies are practical, accessible, and effectively communicated.
- Foster innovation in policy design, exploring opportunities to exceed compliance standards and improve community outcomes.

Organisational Improvement:

- Lead initiatives to evaluate and enhance operational processes, ensuring efficiency, effectiveness, and alignment with EMAC's vision and values.
- Develop systems and practices that promote a culture of improvement and accountability across the organisation.
- Work closely with team members to identify and prioritise areas for improvement.

Quality Assurance:

- develop and sustain quality assurance standards and processes that reflect Eastern Maar's internal best practices, potentially incorporating elements from external codes and legislation where applicable. Monitor adherence to these uniquely tailored benchmarks within the corporation and aid management in ensuring these standards are uniformly maintained across all levels of the organisation.



Process Analysis and Improvement:

- In conjunction with divisional branch team members, analyse existing business processes, identify areas for improvement, and develop and implement (prioritised) process improvement initiatives.

Continuous Improvement:

- Drive a culture of continuous improvement by identifying opportunities for efficiency gains and quality enhancements, and leading or participating in improvement projects.

Data Analysis:

- Collect, analyse, and interpret data to identify trends, areas for improvement, and opportunities for cost reduction.

Compliance Management and Risk Mitigation:

- In conjunction with divisional branch team members proactively identify and assist in addressing potential operational risks and develop/recommend strategies for mitigation. Ensure that the corporation complies with relevant laws, regulations, and industry standards, and implement corrective actions when necessary.

Performance Monitoring and Reporting Audits:

- Conduct internal audits, utilising various avenues of enquiry such as data points or interviews, to drive continuous improvement by evaluating and enhancing operational processes and procedures.
- Develop and track key performance indicators (KPIs) and Key Results Areas (KRAs) to measure the success of quality and process improvement initiatives.

Documentation and Reporting:

- Maintain accurate records, documentation, and reports related to quality, compliance, and process improvement initiatives.

Project Management:

- Plan, execute, and manage improvement projects, including setting objectives, timelines, and resource allocation. Participate and contribute to reviews of progress, outcomes and future improvements.

Feedback Collection:

- Ensure programs and services are gaining feedback to enable the identification of areas for improvement and assess the effectiveness of implemented changes. Engage with community members, leaders, and external partners to gather insights and perspectives.

Collaboration:

- Work collaboratively with various program areas and engage teams to understand their specific needs and requirements and align quality, compliance, and improvement efforts with our goals. Share information and learning across teams.

Reporting:

- Regularly update leadership on the status and progress of Continuous Quality Improvement (CQI) initiatives, including the implementation of quality improvement plans and their impact on organisational excellence.

Research:

- Conduct research on emerging trends, best practices, and legal standards relevant to EMAC's operations.
- Propose innovative solutions to enhance organisational performance and service delivery.



KEY SELECTION CRITERIA

ESSENTIAL

- Experience and Qualifications: Possess experience in research, policy analysis/writing, and/or relevant tertiary qualifications (e.g., public policy, or related fields).
- Effective Communication: Exhibit excellent interpersonal and communication skills, enabling effective engagement with diverse stakeholders, including community members and leaders
- Research Proficiency: Display strong research capabilities, including the ability to analyze complex information and provide well-founded policy recommendations.
- Write fluently in a range of styles and formats.
- Clearly explain complex concepts and arguments to individuals and groups.
- Display resilience and courage and balance conflicting priorities in a high-pressure operational environment.

DESIRABLE

- Regulatory Framework Knowledge: Demonstrate an understanding of the regulatory framework within which EMAC operates.
- Cultural and Community Connection: Possess knowledge of Eastern Maar people, Country, culture, values, aspirations, and customs. Additionally, have experience working closely with the Eastern Maar people, community, and key organisations and stakeholder groups.
- Stakeholder Management: Exhibit experience and the ability to collaboratively manage relationships sensitively and effectively with a diverse stakeholder group, including management, Aboriginal organisations, Aboriginal community members, and Government bodies.

OTHER POSITION REQUIREMENTS

Offers of employment can only be made once all required probity checks have been completed. These include:

- Reference checks.
- The appointment of the successful applicant will be made subject to a satisfactory national police history check. A clear Police Check must be conducted within the last three months.
- The incumbent requires the ability to travel regularly for work-related purposes. A current Victorian driver's licence is essential.
- Proficiency in the use of computer and telecommunications technology.
- ***A request to conduct probity checks does not guarantee that an offer of employment will be made.***

WORKING FOR EASTERN MAAR ABORIGINAL CORPORATION

EMAC EMPLOYEE BENEFITS

- Hybrid working arrangements available.
- Salary Packaging benefits
- Paid Christmas break
- Employee Assistance Program

EMAC WILL OFFER

- A friendly and supportive culture



Eastern Maar
Aboriginal Corporation

- Opportunities for career progression
- Opportunity to experience various teams.
- Professional development opportunities

HOW TO APPLY

To apply please include in your application a CV/resume and cover letter that addresses why you are the best candidate for this position and how your background, experience and skills align with the Key Selection Criteria.

Please ensure your full name is on all attachments and email your application to Bansri Dave, bansri.dave@easternmaar.com.au

Closing date for applications: COB Monday 27 January 2025, until 11:59 PM.

If you have any queries about the role, please email bansri.dave@easternmaar.com.au

Appointment of the successful applicant will be made subject to a satisfactory national police history check.

Aboriginal and Torres Strait Islander people are encouraged to apply, but this is not a designated/identified Aboriginal and Torres Strait Islander appointment.