

	Cultural Service Coordinator Position Description				MGR01
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Reason for Amendment					

POSITIONS DETAILS	CULTURAL SERVICE COORDINATOR
LOCATION:	1 Lipson Street, Port Adelaide South Australia 5015
DEPARTMENT:	Corporation
REPORTS TO:	Executive Director, Corporate Services
DIRECT REPORTS:	NIL
EMPLOYMENT	Full-Time
CONDITIONS:	12-month contract. Key Performance Indicators will be reviewed quarterly.
	Prescribed Position
RELEVANT AWARD:	Educational Services (Post-Secondary Education) Award 2010

KEY POSITION OBJECTIVES
<p>The Cultural Service Coordinator, serving as the Cultural Service Team leader, plays a crucial role in advancing cultural safety and responsiveness across various sectors. This position involves the coordination, development, and delivery of specialised training programs that address specialised areas, all through an Aboriginal cultural lens. By working closely with Registered Training Organisations (RTOs), community centres, and other stakeholders, the Coordinator ensures that training initiatives are accurately tailored to meet the diverse needs of clients and communities. This includes creating and implementing non-accredited modules, facilitating both group and individual training sessions, and providing ongoing consultation to help organisations integrate culturally informed practices into their operations. Emphasising the provision of cultural advice and consultancy, the Coordinator tailors cultural services at both the organisational and individual levels, ensuring that each entity receives the specific support needed to promote positive change and cultural understanding across the broader community.</p> <p>The Cultural Service Coordinator is responsible for fostering strategic partnerships and engaging with key stakeholders to expand Tauondi's reach and influence. As the leader of the Cultural Service Team, the Coordinator guides and supports team members to deliver high-quality cultural services. This role also involves coordinating complex resource management to assign appropriate personnel and resources to training programs and advisory services, increasing efficiency and effectiveness of cultural service delivery. By managing these resources effectively, the Coordinator contribute to maintain Tauondi's reputation as an Aboriginal education institute and Aboriginal community-controlled organisation.</p>

KEY ACCOUNTABILITIES AND RESPONSIBILITIES
<p>1. Coordination, Development and Delivery of Training Programs</p> <ul style="list-style-type: none"> • Develop and implement specialised training programs: Design and develop both accredited and non-accredited units/modules on cultural capability, neurodiversity, disability, mental health, and other specialised areas from an Aboriginal cultural perspective. • Tailor training to client needs: Customise training initiatives to meet the specific requirements of Registered Training Organisations (RTOs), community centres, and other stakeholders. • Facilitate training sessions: Lead group and individual training sessions, ensuring high levels of engagement and knowledge transfer. • Evaluate training effectiveness: Assess the impact of training programs through feedback and ongoing evaluations to continuously improve content and delivery methods.

2. Provision of Cultural Advice and Consultancy

- Provide ongoing consultation: Offer continuous support and advice to organisations on integrating culturally informed practices into their operations.
- Tailor cultural services: Customise consultancy services to address specific organisational and individual needs.
- Develop practical tools: Create resources and tools to assist organisations in reviewing and implementing cultural changes.
- Maintain advisory availability: Ensure availability for face-to-face or online consultations.

3. Strategic Partnership and Stakeholder Engagement

- Foster relationships with key stakeholders: Build and maintain strong partnerships with relevant government and non-government entities.
- Collaborate with external organisations: Work with government and non-government organisations to enhance the reach and impact of cultural training programs.
- Provide relevant resources and information: Supply stakeholders with up-to-date information, resources, and advice on cultural matters.
- Facilitate community connections: Help organisations connect with local Aboriginal services, groups, and communities to establish effective referral pathways.

4. Coordination and Team Management

- Coordinate the Cultural Service Team: Provide guidance, support, and direction to team members to ensure high-quality delivery of cultural services.
- Coordinate resource management: Assign appropriate personnel and resources to various training programs and consultancy projects to enhance efficiency and effectiveness.
- Monitor team performance: Evaluate the performance of team members and provide constructive feedback for continuous improvement.
- Foster a collaborative team environment: Encourage teamwork and collaboration within the Cultural Service Team to achieve organisational goals.

5. Evaluation, Continuous Improvement, and Reporting

- Conduct thorough evaluations: Regularly assess the impact of training and consultancy services, collecting and analysing feedback from participants and stakeholders.
- Implement continuous improvement processes: Use evaluation results to refine and enhance training content, delivery methods, and consultancy practices.
- Prepare detailed reports: Document the outcomes, impacts, and insights gained from training and consultancy services, preparing comprehensive reports for internal and external stakeholders.
- Contribute to strategic planning: Participate in strategic planning activities, using evaluation data to inform and guide future cultural service initiatives and organisational goals.

6. Other duties as required

The Employee shall perform the duties set out in the Position Description. These duties may be modified and updated by the Employer following agreement with the Employee.

PERSON SPECIFICATION

Skills & Knowledge:

- Strong interpersonal and communication skills to effectively engage with diverse stakeholders and facilitate meaningful dialogue.
- Excellent organisational abilities to coordinate multiple projects, manage resources, and meet deadlines.
- Cultural competency and sensitivity to understand and respect diverse cultural backgrounds and perspectives.
- Proficiency in program development and delivery, with the ability to customise content and delivery methods to meet client needs.
- Analytical skills to gather and interpret feedback, evaluate program effectiveness, and make data-driven decisions for continuous improvement.

Previous Work Experience:

- **5+ years relevant and current experience where there has been an ability to develop and deliver cultural training to both Aboriginal and non-Aboriginal people.**
- **3+ years relevant and current experience in providing mentoring support (wrap-around support) to Aboriginal people.**
- Demonstrated experience in cultural training, activities and tour delivery.
- Experience with working with Aboriginal and Torres Strait Islander people.

Personal Attributes:

- Excellent time management, ability to determine priorities, successfully manage simultaneous and competing projects to meet internal and external deadlines.
- Excellent organisational ability and initiative, including prioritising to meet deadlines.

Demonstrated and proven:

- Works autonomously, while also being a strong team player.
- High level of verbal, listening and written communication skills.
- Establishing and maintaining effective relationships with a variety of internal and external stakeholders with the aim of creating awareness and promoting continuous improvement.
- Excellent interpersonal skills, demonstrated ability to interact professionally with diverse people.
- Ability to support, empower and skill others.
- Ability and skills in problem solving.
- Ethical and professional approach to employment.
- Highly motivated and the ability to work effectively in a team environment.
- Ability to work within an Aboriginal organisation.
- Attention to detail.
- Ability to maintain confidentiality.

Qualifications & Training:

- **(Essential) Certificate IV in Training and Assessment**
- (Desirable) Degree in Education or other tertiary qualifications will be considered.
- (Essential) Current DHS Working with Children Check (or prepared to obtain).
- (Essential) Responding to Risks of Harm, Abuse and Neglect – Education and Care (or prepared to obtain).
- (Essential) Driver's License

VISION, PURPOSE AND VALUES

Vision statement

The trusted Aboriginal owned and run community organisation enabling Aboriginal people to thrive and reach their full potential through high quality training & development.

Values

- **TRUST** Building strong relationships
- **ACCOUNTABILITY** Being observable and authentic
- **UNIQUENESS** Offering exceptional learning experience
- **OPEN** Creating business for new ideas and opportunities
- **NETWORK** Growing community and stakeholder footprint
- **DIVERSITY** Valuing cultures through respectful engagement
- **INTEGRITY** Conducting business truthfully and ethically

KEY RELATIONSHIPS**Internal**

- Management
- Trainers
- Student Support Team
- Administration staff

External

- Visitors and guests of cultural training, activities, and tours
- Industry and Enterprises (employers)
- Other RTOs
- Employment Service Providers

Acknowledgement

I..... acknowledge that I have been given a copy of this Position Description and that I have read and understand it.

Signed.....
(Employee)

Date ____/____/____

Signed.....
(Manager)

Date ____/____/____