



## Position description

### Head of Operations

<b>POSITION TITLE</b>	Head of Operations
<b>TEAM</b>	Operations Branch - Senior Leadership Team
<b>LOCATION</b>	Ballina, NSW and travel within the Northern Rivers Region
<b>MANAGER</b>	Chief Executive Officer
<b>STATUS</b>	Part Time / Full Time
<b>HOURS</b>	0.8-1 FTE (4-5 days per week) by negotiation
<b>REMUNERATION</b>	This position is classified as Level 8 under the Social, Community, Home Care and Disability Services Industry Award 2010. Above award remuneration is negotiable based on relevant qualifications and experience.
<b>LAST UPDATED</b>	11 May 2026

### About us

Human Nature Adventure Therapy (Human Nature) is a non-profit organisation based in Ballina NSW, with 11 FTE staff. Our mission is transforming trauma and disadvantage into healing and growth through innovative nature-based adventure therapy programs. Using an outreach model, Human Nature delivers evidence-based therapeutic support in locations where young people feel safe and motivated to engage.

Human Nature has explicitly designed our service model to meet the needs of young people who cannot access therapeutic support in more traditional, clinical settings. We pride ourselves on providing innovative, assertive outreach based, evidence informed, highly flexible and individualised services co-developed with participants.

### Position Summary

The Head of Operations plays a key part in creating the conditions that allow our team to do meaningful, safe, and sustainable work with young people and families. In this role you will be a member of the Senior Leadership Team, reporting directly to the CEO. The role is

responsible for ensuring our operations are aligned with our strategic goal of delivering innovative mental health services for young people and growing our reach and impact.

You will be responsible for building the systems, policies, and workforce capacity required to support a growing team of therapeutic professionals, and other professional roles, while maintaining the high standards of safety and culture that Human Nature is known for.

You will drive continuous improvement initiatives including operational projects, system enhancements and change implementation. You will oversee quality and compliance audits and monitor operational and financial performance to ensure services meet or exceed Mental Health Quality and Safety Standards, strengthen internal systems, manage organisational risk processes, oversee Human Resource functions, facilities, technology, and logistics.

This role requires a balance of strategic thinking and hands-on operational leadership in a fast-paced, mission-driven environment.

## **Key Responsibilities**

### **Growth Strategy & Organisational Scaling**

- Working closely with the CEO, lead the design and implementation of scalable operational systems to support the organisation's expansion into new regions or business development.
- Identify and resolve system and process issues to ensure the organisation can handle increased client volume and staff numbers.
- Support staff through periods of growth and change with clear communication, collaboration and practical support.
- Oversee the expansion of physical infrastructure, including office space, vehicle fleet, and remote equipment caches.

### **Strategic Planning & Operational Excellence**

- Lead the implementation of the Operations activities in the Strategic Plan, ensuring alignment with financial and growth goals.
- In collaboration with the Head of Clinical Services, design, implement, and improve systems and processes that support staff to work safely and effectively with participants.
- Further develop performance metrics and tracking organisational outcomes to ensure operational success and accountability.

## **Governance, Risk & WHS**

- Oversee the organisation's policy and risk management framework, including the maintenance of risk and incident registers, document register, and implementing meaningful mitigation strategies.
- Ensure compliance with all legal, regulatory, and insurance requirements for non-profit operations in NSW.
- Develop, refine, and embed effective Business Operations policies and procedures across the organisation.
- Act as an escalation point for incidents, lead organisational and WHS incident reviews and oversee incident reporting processes for the CEO and Board.
- Support the Audit Risk and Compliance, and People and Culture Committees

## **People Management**

- Ensure full compliance with the SCHADS Award and Fair Work requirements, with the support of Fractional HR expertise.
- Enhance and embed a reflective performance development approach that encourages learning, feedback, growth, and accountability.
- Develop and embed the Learning Management System.
- Oversee Management of HR administration, including employment contracts, credentialing (WWCC/Police Checks), and personnel files.

## **Financial & Sustainable Management**

- In collaboration with the CEO and Finance team, develop and manage budgets that reflect strategic priorities.
- Support fundraising and grant management operations by reporting and analysing operational data
- Manage funding contracts to ensure reporting compliance.
- Oversee procurement, vendor management, and contract negotiations to ensure safety, quality, and strong return on investment.

## **Infrastructure, Logistics & Technology**

- Ensure organisational sustainability by overseeing the day to day delivery of business operations including payroll, finance, facilities, fleet management and HR functions.
- Manage technology and work systems that support staff mobility, data security, and organisational impact visibility.

## Leadership & Culture

- Demonstrate an open, inclusive, reflective and adaptive style of management that empowers and inspires.
- Provide supportive leadership, supervision, and guidance to operational staff and contractors.
- Support a workplace culture where staff feel connected, supported, and able to do sustainable and meaningful work.
- Work collaboratively with leaders to maintain a connected and supportive team culture during periods of organisational growth.

## Selection Criteria

### Essential selection criteria

- Extensive experience in operations management within the NGO or community services sector, with a proven track record of supporting an organisation through a growth or change phase.
- Demonstrated experience in financial management (budgeting and reporting), and systems optimisation.
- Demonstrated experience in HR management, including recruitment, performance frameworks, and a solid understanding of the SCHADS Award and Fair Work Act.
- Strong experience in policy, WHS, and change and risk management, ideally within a high-risk environment (e.g., social services, health or outreach).
- Exceptional systems-thinking skills, with the ability to build and improve processes that scale.
- High-level interpersonal skills and experience managing people and culture during periods of transition.
- Strong organisational skills and the ability to manage competing priorities in a dynamic work environment.
- Demonstrated ability to exercise high-level judgment and contribute positively to team dynamics.

### Desirable

- Tertiary qualifications in Business, Human Resources, or a related field.
- Confidence and skill using Employment Hero, Monday.com or equivalent HR/workflow management systems.
- Familiarity and confidence with ISO 31000:2018 risk management principles.

**Mandatory** All positions require current National Police and Working with Children Checks as a condition of employment.