



# MHACA

**POSITION:** Senior Corporate Services Manager  
**SALARY LEVEL:** \$116,213.10 – \$131,061.56 (MHACA EBA/SCHADS Level 7/8 on experience) + 11.5% super  
**POSITION HOURS:** Full time ongoing, 38 hours a week  
**TEAM:** Corporate Services  
**REPORTING TO:** Chief Executive Officer  
**LOCATION:** Alice Springs, onsite at MHACA  
**POSITION REVIEWED:** March 2025

## ABOUT MHACA

We are a leading Northern Territory community-managed organisation offering psychosocial support services, NDIS services, suicide prevention training and health promotion initiatives aimed at enhancing the mental health and wellbeing of people living in Central Australia. We specialise in psychosocial recovery and mental health promotion with a strong community presence and reputation.

## OUR VALUES

**BELONGING:** Connection - Relationships - Community - Collaboration

**HOPE:** Optimistic - Courage - Goals - Change

**RESPECT:** Listen - Kindness - Fairness - Inclusive

**HONESTY:** Trust - Integrity - Transparent - Accountable

## ABOUT THE ROLE

<b>ROLE DESCRIPTION</b>	<ul style="list-style-type: none"><li>• The Senior Corporate Services Manager is a key member of the Senior Leadership Team, reporting directly to the CEO, while leading a small Corporate Services Team.</li><li>• The ideal candidate will be an experienced, proactive senior manager responsible for driving the organisation's sustainability. This includes overseeing financial and HR management, risk and compliance, IT infrastructure, client management systems, and security systems.</li><li>• The role also involves working with the Work Health &amp; Safety Committee to ensure compliance.</li></ul>
<b>TEAM DESCRIPTION</b>	<ul style="list-style-type: none"><li>• The Corporate Services team facilitates MHACA's organisational operations by managing administrative tasks, HR functions, IT systems, legal compliance, finance, NDIS billing and procurement.</li><li>• They ensure smooth day-to-day operations, maintain organisational efficiency and support effective customer relationships through MHACA's reception.</li></ul>

## RESPONSIBILITIES

<p><b>ROLE RESPONSIBILITIES</b></p>	<ul style="list-style-type: none"> <li>• Oversee the Corporate Services Team, with direct management of the Finance &amp; Administration Manager.</li> <li>• Manage MHACA’s Human Resources.</li> <li>• Manage MHACA’s Security System and IT Systems.</li> <li>• Oversee business administration in conjunction with the Finance and Administration Manager and CEO.</li> <li>• Oversee MHACA’s Client Management Systems – Lumary, SHIP, Folio. Facilitate staff training on Lumary, SHIP and Folio as required.</li> <li>• Work with the Senior Leadership Team to ensure compliance - financial reporting, work health safety, accreditation, risk management.</li> <li>• Contribute to corporate governance, policies and procedures, tender and funding submissions as required.</li> </ul>
<p><b>GENERAL RESPONSIBILITIES</b></p>	<ul style="list-style-type: none"> <li>• Work in accordance with MHACA’s strategic direction and uphold our values.</li> <li>• Work directly with and advocate for the interests of MHACA participants, some who have complex histories and behaviours.</li> <li>• Undertake professional development in line with MHACA’s Learning and Development Framework.</li> <li>• Represent and promote MHACA in the wider community.</li> <li>• Any other duties which may reasonably be expected in relation to the role.</li> </ul>
<p><b>WORK HEALTH &amp; SAFETY, QUALITY ASSURANCE</b></p>	<ul style="list-style-type: none"> <li>• Be a member of MHACA’s Quality Committee and Work Health Safety Committee.</li> <li>• Work in accordance with the WHS Act, National Standards, Regulations, MHACA Frameworks of Practices, MHACA Policies and Procedures.</li> <li>• Actively participate in the organisation’s quality, safety and risk management systems.</li> <li>• Identify and report hazards and risks and engage in organisational WHS activities.</li> <li>• Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts and omissions in the workplace.</li> <li>• This role is based in an office environment and requires sitting and standing for extended periods of time. Some manual handling of items under 10kg may be required.</li> </ul>
<p><b>VALUES &amp; BEHAVIOURS</b></p>	<ul style="list-style-type: none"> <li>• Conduct all work in line with MHACA values which are:  <b>BELONGING:</b> Connection - Relationships - Community - Collaboration  <b>HOPE:</b> Optimistic - Courage - Goals - Change  <b>RESPECT:</b> Listen - Kindness - Fairness - Inclusive  <b>HONESTY:</b> Trust - Integrity - Transparent – Accountable</li> <li>• Adhere to and apply strict confidentiality practices and guidelines to all participant, staff and organisational sensitive information.</li> </ul>

## ROLE REQUIREMENTS (QUALIFICATIONS & ATTRIBUTES)

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### ESSENTIAL

- Expertise in business management (preferably within the not-for-profit/social services sector).
- Master of Business Administration or relevant management qualifications.
- Demonstrated experience in human resources and an understanding of employment compliance including Industrial Relations and Payroll.
- Demonstrated experience in client management and information technology systems.
- Demonstrated experience in risk management, compliance and Work Health Safety.
- Demonstrated ability to induct, manage and mentor staff.
- Excellent communication, time management and organisational skills.
- Experience working in a cross-cultural setting or a demonstrated understanding of the principles of cultural safety and cultural competence.
- Proficient in using Microsoft Office (Excel, outlook, word, power point, etc) and demonstrated experience working with software systems.
- Hold a Current NT Driver's License.

### DESIREABLE

- NDIS systems experience
- Experience in using Salesforce based CRM
- Ability to create reports using data sets including analytics, statistics, KPIs.
- An awareness of the key issues faced by people living with mental health challenges.

### EMPLOYMENT BENEFITS

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- Competitive, above award wage salary
- Generous Salary Packaging
- 6 weeks' annual leave and leave loading
- 11 days of personal leave
- Annual Wellbeing Allowance of \$400

### APPOINTMENT CONDITIONS

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- Employment with MHACA is conditional on providing or being able to obtain prior to commencement of employment; a current NT Driver's License, a Satisfactory Criminal History Check, a NDIS Worker Clearance and Ochre Card if required.

### Position Description Authorised



(March 2025)

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Chief Executive Officer

### TO APPLY

Please send a copy of your resume with a cover letter addressing the selection criteria to [hr@mhaca.org.au](mailto:hr@mhaca.org.au)

**ACKNOWLEDGEMENT**

**I have received a copy of the Position Description and have read and understand its contents:**

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Employee Name (please print)                      Employee Signature                      Date

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Supervisor Name (please print)                      Supervisor Signature                      Date