

### **Government Business Managers and Community Employment Brokers: Role and functions**

#### **Government Business Managers**

##### **Background**

Since mid 2007, the Australian Government has been implementing national emergency measures in the Northern Territory (NT). These measures were introduced in response to the national emergency confronting the welfare of Aboriginal children in the NT.

The Government's planned response to this national emergency is aimed at arresting the scourge of abuse of children in Indigenous communities, as described in the *Little Children Are Sacred* report prepared by Pat Anderson and Rex Wild QC and to improve the future for children and their families.

The Northern Territory Emergency Response (NTER) is being led by a Taskforce of eminent Australians, chaired by Dr Sue Gordon, Chair of the National Indigenous Council and a Magistrate in the Children's Court in Western Australia. Major General David Chalmers has been appointed as the full-time operational commander of the Taskforce Operational Group which will coordinate the government's response 'on the ground' in the NT. Major General Chalmers, who has considerable organizational and command experience in humanitarian endeavours including in East Timor and Sumatra, will also be a member of the Taskforce.

The role of the Taskforce Operational Group is to plan and deploy police and support services in Indigenous communities (following initial surveys that scoped existing facilities and established priorities) and to tailor and coordinate the implementation of services into those communities. The Group also manages the network of Government Business Managers (GBMs) being engaged by the Government to work in and with Indigenous communities in the NT. Staff in Indigenous Coordination Centres (ICCs) in the NT will assist in the deployment of services.

To provide support for the Taskforce Operational Group, staff from across government agencies in areas such as health, employment, education, social services and defence are being organized. GBMs will report to a senior member of the Operational Group who provides support, advice and other assistance.

#### **Government Business Managers Duty Statement**

##### ***Roles and responsibilities***

The Australian Government has placed GBMs in many Indigenous communities in the NT situated on land held under the *Aboriginal Land Rights (Northern Territory) Act 1976* and the *Pastoral Land Act 1976* (the latter known as 'community living areas'). Depending on the circumstances, some GBMs may operate from one community but provide business management and support in one or more surrounding communities. An analysis of community priorities is currently being carried out

drawing on community surveys that are being conducted in communities across the NT.

GBMs will be responsible for the strategic management and coordination of Australian Government services provided in Indigenous communities under their watch and supporting the implementation of the emergency response in those communities. It is expected that they will be employed initially for a period of 12 months.

GBMs will be the face of the Australian Government intervention in the NT at the community level.

Responsibilities of GBMs will include:

- Working with relevant agencies, including ICC staff, exercising a leadership role in co-ordinating Australian Government services to the community and organising the benefits to the community of all Australian Government funding provided to the community. Each agency's staff maintain agency line reporting relationships, but carry out their work under GBM guidance as to:
  - organization, timing, sequencing and connections with other initiatives being pursued by the Australian Government – to achieve maximum leverage; and
  - ensure effective and orderly engagement with the community.
- Advising the Operational Centre on (and in some instances directing) the revision of service delivery or replacement of service providers where current provision is not functional;
- Working with NT Government and local government services (including public housing) to ensure co-ordinated service delivery;
- provide the key liaison and consultation point in communities, including communicating the NTER measures at the local level and engaging with acknowledged and respected elders and working collaboratively with other Australian and NT Government agency representatives on the ground;
- Providing regular reports to the Taskforce Operations Group and key stakeholders on the progress of initiatives and advising where further measures might be required in the community;
- Where appropriate, working with key stakeholders to support the implementation of transition strategies, including in relation to planned local government reforms in the NT.

The GBM's role is to develop a detailed understanding of the community in which they work, the service delivery and funding arrangements, and ensure that Australian Government objectives are achieved. It is not a community development officer role. The scope of GBM work will vary depending on the level of response and range of services applied in individual communities.

#### ***Required skills***

- Ability to oversee and coordinate a range of services on the ground including contract management experience;
- Ability to communicate effectively and sensitively with Indigenous people;

- Ability to negotiate with and influence a range of key stakeholders, some of whom may have competing priorities;
- Experience in working in the field, preferably with remote Indigenous communities;
- Ability to operate according to the Australian Government's position as an individual or as part of a team and to achieve outcomes in a difficult, complex and sensitive environment;
- Ability to engender trust and respect from Indigenous communities and key stakeholders in situations which can require a directive approach and solid support for overall government policy;
- Resilience, organizational skills, high-level leadership skills, judgment and initiative;
- Ability to quickly analyse a situation and formulate appropriate responses.

### ***Support for GBMs***

Support for Government Business Managers will be provided as follows:

- A network support unit located in Alice Springs and Darwin will provide day to day operational support and acts as a conduit for seeking the resolution of policy, cross-agency and other issues arising on the ground;
- Program management support, including managing program funding agreements, will be provided through the ICCs in the NT, state offices or national office of the relevant funding agency;
- GBMs will be able to draw on FaCSIA's and other agencies' Panels of Experts or other procurement activities to source expertise for special services;
- Additional support, such as on gender-sensitive issues, may also be provided as required.

## **Community Employment Broker Role Statement**

Community Employment Brokers (CEBs) are placed throughout NT communities to help ensure DEEWR programs and services are delivered effectively within each community. CEBs work on the ground within prescribed communities; generally as a live-in presence where accommodation is provided in the community. They work with community organisations, residents, employment service providers, NT Government departments, Centrelink and Government Business Managers (GBMs) to achieve the highest level of employment and education related support for residents who are job seekers.

### **CEB duties include:**

- Coordinating the delivery of programs and services on the ground in partnership with service providers, Centrelink, NT government, training providers and local organisations to ensure DEEWR's response meets the undertakings made by the Department with respect to the NTER.
- Working closely with all stakeholders and maintaining close working relationships with those in the community to ensure full benefit is realised from enhanced services and programs.
- Identify opportunities for employment in the community and ensure all opportunities for real jobs are not missed.
- Ensure training is relevant to increasing skills and work presentation of people in NT communities and continues to provide flow on benefits to the community.
- Work closely with Centrelink, communities and Activity Tested (AT) jobseekers to ensure AT responsibilities are understood and applied sensitively.
- Report outcomes at the local level to all stakeholders on a regular basis.
- Follow up with local DEEWR NT Office contacts where contract management intervention needs to occur in relation to quality service delivery.
- Represent the Department at meetings with community councils, local representative groups, police, service and training providers' staff and staff from other Government agencies.

### **Working with the Community:**

- Under the GBMs guidance, establish relationships with key personnel in the community; including key council members and staff, elders, teachers, police and employers.
- Identify participation activities (AT) jobseekers and ensure they are referred to an appropriate activity and supported throughout their participation in activities.
- Hold regular information sessions to promote the benefits of employment programs and training participation and assist in the identification of future projects.
- Identify training opportunities including Literacy, Language and Numeracy referral.
- Identify all employment opportunities within the community and nearby employers.
- Assist in the support of the School Nutrition Program.

### **Development of Indigenous Employment Program (IEP) assistance:**

- Using IEP funds and in conjunction with the local community and residents develop training and employment opportunities.
- Refer participants to IEP activities and assist organisations support jobseekers who are participants in these projects, including Community Clean Up activities.
- Assist in the development and use of Indigenous Small Business Fund (ISBF) to build capacity within the community.