

# Akeyulerrerre Healing Centre

*Established by Arrernte Elders*

## Information Pack Operations Manager

November 2022

**VISION:** For our culture to be strong and our people to be strong. For Arrernte people of all ages to know, practice and celebrate culture according to the old ways.

**PURPOSE:** To help our people, families and communities to heal and grow strong by practicing and celebrating Arrernte culture, keeping it strong and ensuring it is passed down to the next generation.



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## About Akeyulerre

<https://www.akeyulerre.org.au/>

Akeyulerre Inc. (pronounced A-kee-lu-ra) was established by Arrernte elders and community leaders in 2000 as a place for Arrernte people to practice and celebrate their culture and pass it on to the next generations.

Akeyulerre is often called the 'healing centre' in recognition of the important role that culture plays in healing and strengthening the community. Since its inception, Akeyulerre has been helping Arrernte families grow stronger through culture while at the same time creating jobs through culturally-based social enterprises.

Akeyulerre has established a strong track record in sound governance and management that brings together Arrernte and Western law and is underpinned by the strong roots of Arrernte land, culture, ancestors, knowledge, language, healing, kinship relationships, song and stories.

Akeyulerre is a not-for-profit organisation governed and run by Arrernte people. Our membership is made up of Central Australian Aboriginal people who elect a 12-person Board of Directors from their communities.

At Akeyulerre we

- Visit, support and honour the elders
- Make and distribute traditional healing products
- Support traditional healers (Angangkere) and healing ceremonies
- Maintain Arrernte culture, language, law, song, story and dance
- Organise trips so families can reconnect with country
- Bring families together and strengthen the community
- Support 'kin and skin' relationships and traditional ways of helping people
- Support elders to teach language and culture to children and young people on country
- Support Arrernte-run social enterprises enabling Arrernte people to share their culture and achieve economic independence
- Provide work experience, job opportunities and pathways to employment for Arrernte people.



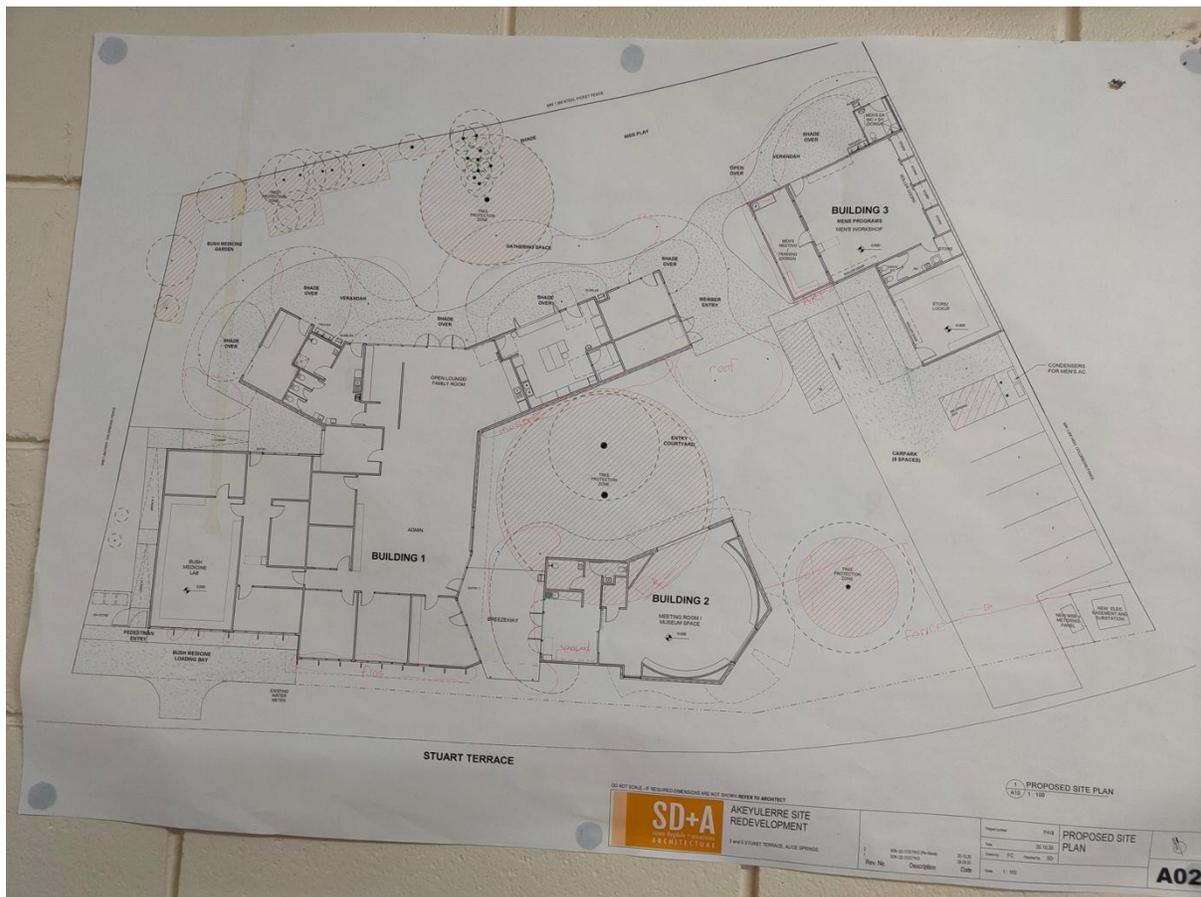
# Akeyulerre Healing Place – new facilities

## Arrernte 'Living Culture' Centre

Akeyulerre is at an exciting point in its history, with a new purpose-built facility due to open in December 2022. The new facilities will continue to provide a wonderful vibrant family and community centre, as well as providing income and employment opportunities for Arrernte people and welcoming visitors and sharing Arrernte culture. Its location on Stuart Terrace in the heart of the Alice Springs tourist precinct is ideal for this development.

The Centre will be Arrernte-run and will:-

- Maintain, strengthen and celebrate Arrernte culture and ensure it is passed on to the next generations
- Heal and strengthen Arrernte individuals, families and community through culture and the 'old ways'
- Create Indigenous jobs and be a source of pride for Arrernte people (and economic independence)
- Increase opportunities to share Arrernte culture with the broader community and visitors to Alice Springs
- Increase understanding, respect and reciprocity between cultures



## Our Programs

At the core of Akeyulerrer's activities are a number of key programs that have been developed in line with the vision of the elders, and with funding via one major funding body and a number of other contributors.

### Culture and capability

- Aims to strengthen Arrernte culture and healing by supporting Arrernte people to organise cultural and healing activities prioritised by the community
- Building self-reliance through strong culture
- Supporting elders in their cultural activities that in turn support families and community

### Safety and wellbeing

#### *Mens program*

- Enhancing wellbeing and resilience through cultural and enterprise activity
- Strengthen wellbeing and resilience of young Arrernte men by supporting cultural and country-based learning activities as prioritised by the elders.



### Angkwerre-iweme

#### *Traditional Healing*

One of the original aims of Akeyulerre was to support Angangkere practice through traditional health and healing. The Angkwerre-iweme program offers knowledge-sharing events, professional development, and support and advocacy for Traditional Healers.

### Interrentye

#### *Traditional Remedies & Personal Care Products*

Interrentye Traditional Healing Products is a social enterprise of Akeyulerre Healing Centre. The Interrentye program supports the maintenance of important cultural knowledge amongst the younger generations, as well as providing an avenue for real employment, training and skill-building in running a small business.

#### *Cultural Consultancy*

Akeyulerre provides the Central Australian community with a wide range of cultural services including smoking ceremonies, bush medicine workshops and cross-cultural training.

Akeyulere elders regularly present bush medicine workshops which offer a hands-on experience of collecting and grinding the leaves of the healing plants along with an introduction to the work of Angangkere, the Arrernte Traditional Healers.



## Ingenteme

### *Bush Schools Program*

One of the things the elders who set up Akeyulere were clear about was the need to take children and young people back to their country to learn the stories of their land and the kinship structures at the heart of Arrernte cultural life.

The Ingenteme program takes Arrernte families back to their homelands for cultural camps where senior elders teach the young ones about their land.



## Artwe-Areye

### *Arrernte Men's Work Team*

The men engage in training and developing opportunities to create culturally connected enterprise activities that will sustain their wellbeing, resilience and roles within the community.

They undertake jobs that ensure Akeyulerrer's equipment and grounds are maintained and safe for our work in town and out bush; and undertake the landscaping for the grounds of the new Akeyulerrer.

## **Ayeye-ke Ilyelhme**

### *Stories of the singing – archive project*

Arrente Traditional knowledge systems and culture are carried in the songs and stories of the land that are integral to the connection and identity of Arrente people. Central and Eastern Arrente recordings for men and women will be sourced from various archived collections stored on a locally accessible database. We will also collect further songs and stories from elders

These recordings will be used by men and women, under the guidance of elders, to learn and continue to pass these important traditions to future generations

Elders and families will guide the right process for individuals and groups to share, record and learn their song lines on country.

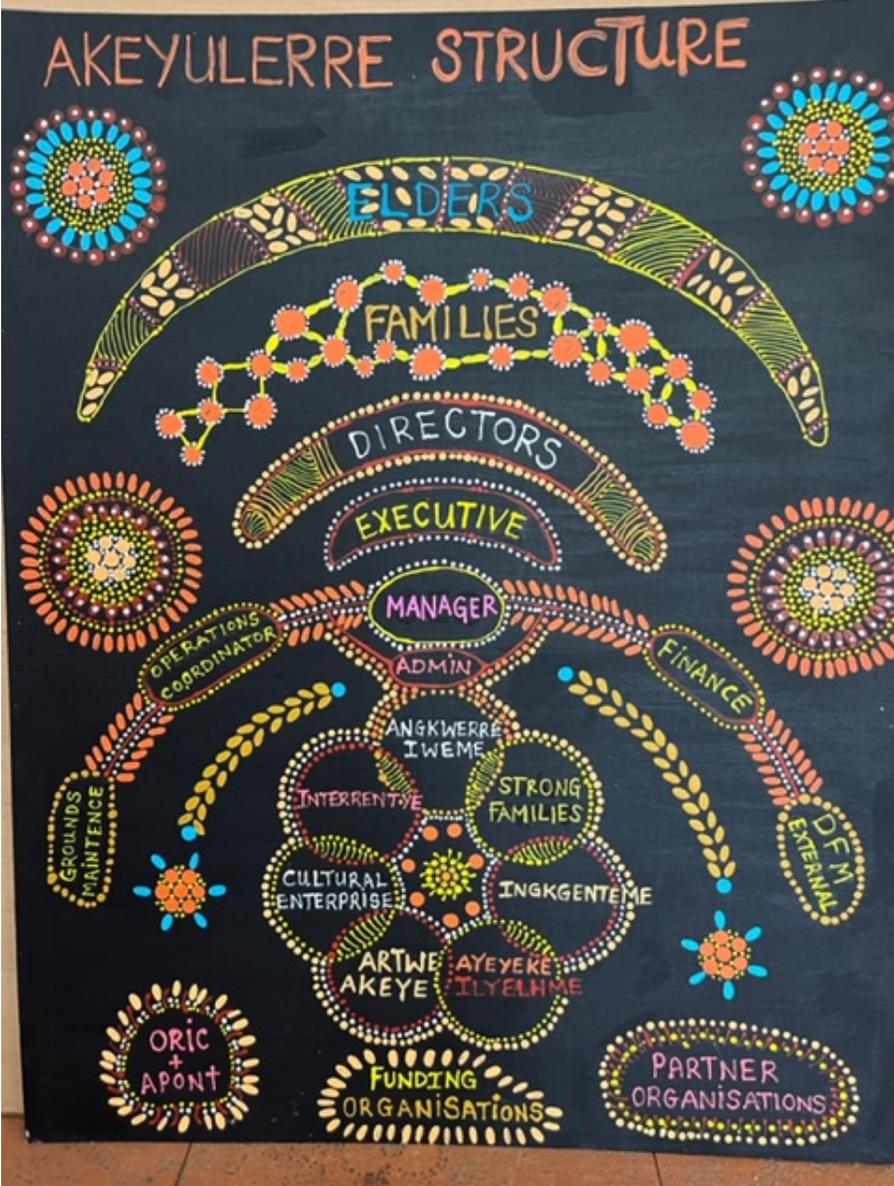
## **Family support**

### *Helping families keep children safe at home*

Akeyulerrer works closely with Anglicare to provide cultural expertise and advice to enhance case managed support to Arrente families in need.



Akeyulere Organisation Chart



## Advertisement

### **Operations Manager** **Akeyulerre Healing Centre** *Alice Springs*

#### *About the Opportunity*

This is an opportunity to join Akeyulerre Healing Centre, an extraordinary Indigenous corporation in Alice Springs that is a rich source of pride, energy and optimism for Arrernte people.

The Operations Manager manages the day-to-day operations of Akeyulerre Healing Centre to help Akeyulerre grow and prosper as a strong organisation with Arrernte language and culture at its heart.

This includes supervising 6 key staff and overseeing Akeyulerre's core programs, as well as leading all aspects of administration, and supporting staff performance and community engagement. The Operations Manager also co-ordinates and leads the Interrentye traditional remedies social enterprise and cultural consultancy program; and supports the General Manager.

As the key 'go-to' person on a day to day basis, you will work closely with the General Manager to co-ordinate the move to Akeyulerre's new purpose-built facility, and support the staff and community in settling in and adapting to the new context.

A Candidate Information Pack is available for download at [www.mobct.com.au/client-recruiting](http://www.mobct.com.au/client-recruiting).

#### *About You:*

To make a valuable contribution to this unique organisation, you'll have great capacity for managing multiple priorities and ensuring all the details are taken care of with a warm, respectful and inclusive approach. You'll have demonstrated capability in a range of administrative responsibilities including human resources processes, accounting support and compliance. Excellent cross-cultural skills, and a kind, calm manner are essential; and knowledge of or existing relationships with Arrernte families will be very well regarded.

#### *The Benefits*

*This role has high potential for a unique cultural and professional experience in a positive and stable context.*

An appealing salary package includes a base salary circa \$100,000, salary sacrifice opportunities which can add a potential \$6,400 in take-home pay, plus superannuation, 6 weeks leave and relocation assistance.

#### *About Akeyulerre:*

Akeyulerre is an Arrernte organisation that honours Arrernte knowledge systems, culture and people. It was established so that Arrernte people could feel proud of their culture, learn from elders, engage in employment and activities that are culturally and socially relevant, feel positive about their future and be surrounded by the strength and abilities of their families. Everyone makes an active contribution to what is happening at the centre. It's a place where people can build strong foundations to stand up and take a role in the community.

Akeyulerre's programs, which have been developed in accordance with the vision and direction of the elders, include social enterprises in traditional healing and bush products, a bush camp program for

families, a men's program and a cultural archive; all delivered at a vibrant community centre that supports Arrernte families, elders and children. These programs all centre around health and healing for individuals, families and the broader community.

The organisation is at an exciting point in its history, with a new building due to open in December 2022 bringing new possibilities to support Arrernte people and provide income and employment opportunities. This new year will incorporate strategic and business planning to make best use of the facilities of the new building.

Akeyulerre is financially stable with a strong and committed Board of Directors; has a core staff of around 16 plus a large contingent of casual staff; and an annual budget circa \$1.8M with assets of \$5M.

### **Application Process**

Please call Kate Horsey at Matrix Consulting, ph 07 3186 3609 ASAP to express your interest and for an initial confidential discussion.

- Please express interest ASAP. Applications will be reviewed as they are received.
- Please provide your current CV and a brief (2 pages max) cover letter outlining your capabilities relevant to the role. *There is no requirement to provide a written response to selection criteria.*
- You can apply via this jobs site or by email to [jobs@mobct.com.au](mailto:jobs@mobct.com.au)

*Aboriginal and Torres Strait Islander candidates are encouraged to apply.*

*Successful candidates will be required to undertake a National Criminal History Check and hold an Ochre card.*

## Position Description

<b>Job Title:</b>	<b>Operations Manager</b>
<b>Responsible to:</b>	General Manager
<b>Supervises:</b>	Day to day supervision of 5 Program Co-ordinators and 1 x administrative position
<b>Role Purpose:</b>	<p><b>The Operations Manager</b> manages the day-to-day operations of Akeyulerre Healing Centre to help Akeyulerre grow and prosper as a strong organisation with Arrernte language and culture at its heart.</p> <p>This includes overseeing Akeyulerre’s core programs, administration, and supporting staff performance and community engagement. The Operations Manager also co-ordinates and leads the Interrentye programs; and supports the General Manager.</p>
<b>Salary Range:</b>	<p>Level 6.4 to 7.1 of the Akeyulerre Pay Scale (\$99,508.65 to 102,245.14 per annum) depending on qualifications and experience</p> <p>In addition to your salary, you will be eligible for Salary Sacrificing through our provider CBB. Taking up this opportunity you may receive the following benefits depending on your eligibility:</p> <ul style="list-style-type: none"><li>• Up to \$15,899 salary sacrificed to your mortgage, credit card personal loan or more: and</li><li>• Meal Entertainment salary sacrifice of \$2650 annually: and</li><li>• Remote Area benefit up to \$7,949 if you meet the eligibility criteria.</li></ul> <p>You may also choose to Salary Sacrifice to your superannuation fund.</p>
<b>Hours and Location</b>	<p>Full-time position 37.5 hrs per week</p> <p>There is an occasional requirement for work outside of standard work hours or on weekends.</p> <p>The position is based in Alice Springs with occasional trips on-country within the broader Alice Springs region.</p>

## Responsibilities

### 1. Manage day-to-day operations

- Oversee the smooth operation of daily activities at the Centre, acting as the 'go-to' person for staff, volunteers and members for advice and guidance
- Promote good communication and teamwork between staff, members and volunteers
- Act as the first point of reference for staff in resolving problems or conflict and refer to the General Manager if required
- Ensure OH+S standards are adhered to

### 2. People and Program leadership – 6 direct reports

- Oversee and monitor programs to ensure they are running to time and budget
- Provide day to day leadership and supervision to direct reports, supporting them as needed to meet program objectives and follow workplans
- Conduct fortnightly one-on-one meetings with direct reports
- Convene weekly staff meetings to ensure staff are informed, engaged and able to contribute to Akeyulerrer's activity and event planning
- Provide administrative support to programs as needed, in consultation with the General Manager.

### 3. Program Co-ordination – Interrentye (approx. 30% - 1.5 days / week)

- Provide support and leadership to Interrentye bush medicine and cultural consultancy programs, ensuring quality control, stocktakes and regular training as required;
- monitor on-line and direct sales and event bookings.
- Oversee the development of social enterprise marketing plans and strategies

### 4. Administration (approx. 40% - 2 days / week)

#### a. Human Resource Administration

- Administer Akeyulerrer recruitment processes including advertising, contracts, induction and Ochre Card clearances and Police Checks for all staff and volunteers
- Administer performance management and training and development activities, as directed by the GM
- Manage payroll processes in collaboration with external accountant
- Manage database of staff records, licenses professional development in liaison with EmploySure
- Other activities as required to support the recruitment and retention of Akeyulerrer staff and volunteers

#### b. Financial Administration

- Manage purchasing, sales and manage receipts. Maintain Xero access to Akeyulerrer online book-keeping system, approve expenditures and reconcile the cash tin as required.
- Manage quotes and invoicing for all consultation and enterprise work, using Xero and Square
- Work with DFM (accountants) on maintaining pricing and sales systems with regular reviews

- Prepare reports as required

**c. Property and Asset Management**

- Ensure that the property, buildings, vehicles, equipment, furniture and fittings are routinely checked and that necessary repairs, maintenance or replacement are carried out to maintain all property and assets in a safe working condition
- Manage registration processes for all Akeyulerre vehicles and trailers
- Collaborate with DFM (accountants) to maintain and update the asset register

**d. Compliance**

- Contribute to the development and implementation of policy, procedures and systems for the organisation
- Support staff understanding and compliance with Akeyulerre's Work Health and Safety policies and procedures, and ensure all aspects of Akeyulerre's work is compliant with Territory and Federal WH&S legislation
- Ensure that all staff are aware of and compliant with Akeyulerre's Code of Conduct.

**5. General Management Support**

- Act as Interim Manager on occasion that the General Manager is away or unavailable
- Contribute to strategic planning, and fostering enterprise development, new initiatives and evaluations
- Co-ordinate recruitment, development and performance management activities at the direction of the General Manager
- Other activities as directed from time to time

## Selection Criteria

### Essential

1. Excellent interpersonal and organisational skills, including an ability to operate in a complex, busy cross-cultural environment, managing competing priorities and negotiating solutions to a range of problems. Kindness and calmness
2. Demonstrated experience working alongside Aboriginal people, in particular Arrernte people, including understanding and respecting the value and expertise of the Aboriginal community, and supporting and developing staff skills and confidence
3. Well-rounded experience in managing a range of administrative responsibilities in a small organisation, ideally nonprofit
4. Excellent oral and written communication skills and the ability to present complex ideas and information simply
5. Well rounded computer skills including experience using a range of word processing, database, publication and social media software or apps

### Compliance

The successful candidate must have or be able to successfully obtain:

6. A current Driver's licence (manual preferred)
7. An Ochre Card
8. National Police Check
9. Vaccination status in accordance with government and organisational requirements

### Desirable

1. Ability to speak Arrernte
2. An established relationship with Arrernte families
3. Demonstrated knowledge, skills, training and experience in community development.
4. Experience developing or supporting social enterprises.

## ABOUT AKEYULERRE

Akeyulere was established in 2000 by Arrernte elders and community members as a place for all Arrernte people to practice and enjoy their cultural life.

It arose out of the vision of elders who came together in the late 1990's to talk about how to strengthen their community and culture. Some of these Elders have now passed away. However, their vision has been sustained and is carried on by their families and the next generations.

Akeyulere is often called 'the healing centre' in recognition of the importance of culture and 'old way' knowledge in healing and strengthening the community.

Through Akeyulere, Arrernte people can access Arrernte knowledge systems ways that best suit their culture. It was established so that young people could feel proud of their culture, learn from elders, engage in employment and activities that are culturally and socially relevant, feel positive about their future and be surrounded by the strength and abilities of their families.

Arrernte people come together at Akeyulere and undertake activities that promote and support culture, healing and well-being. All Arrernte families are welcome and respected at Akeyulere. Everyone makes an active contribution to what is happening at the centre. It's a place where people can build strong foundations to stand up and take a role in the community.

At Akeyulere we,

1. Operate a centre for Arrernte people to come and sit down together, to share their culture and build strong community connections across families.
2. Run regular 'family nights' for families to come together and celebrate life and culture and promote family well-being.
3. Make and distribute healing products so that Arrernte people can access their traditional medicines. This has now grown into a social enterprise selling bush products to the wider community, and providing employment for young people.
4. Support traditional healers (Angangkere) and conduct healing activities for the community, for example, performing smoking ceremonies.
5. Organise trips to country so that families can reconnect with their land and share traditional food, story, song, dance and art.
6. Support elders to pass on cultural knowledge and language to children and young people.
7. Strengthen families through culture, by supporting 'kin and skin' relationships and cultural responsibilities.

8. Help families stay connected to the old people living in aged care facilities or those that are no longer able to come into Akeyulerre.
9. Share our knowledge systems and culture with others, by presenting, teaching and exchanging ideas with doctors, nurses, health professionals, teachers, school students, community leaders, community service organisations, business groups and many others.

Our trips to country are a particularly important aspect of our work, because many families feel like they have little opportunity to access and spend time on their country. According to Arrernte culture 'everything comes from the land'. Spending time on country with your family is an opportunity to reconnect with land, language, ancestors, responsibilities and relationships. On country people strengthen the story lines and connections that are fundamental to the well-being of individuals, families and communities and pass these on to the next generation. On country we are teaching the next generation about their responsibilities and respect for land, ancestors and family which helps protect people against the stresses and challenges of being in town. These country visits are fundamental to Arrernte well-being.

In accordance with Arrernte culture, the wisdom and knowledge of the old people guides everything we do at Akeyulerre. All our activities reflect the inherent right of Aboriginal people to participate in their own social, cultural and political life.