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POSITION DESCRIPTION

Chief Executive Officer (CEO)

Care’s CEO works under the strategic guidance of the Board of Management. They are expected to be a persuasive and passionate communicator with strong interpersonal skills, management experience and a demonstrated capacity to lead the organisation and develop and maintain a positive workplace culture.

**Title:** CEO

**Classification:** Remuneration set by Care’s Board

**Location:** Care Offices- 19-23 Moore Street, Turner

**Employment Status:** Permanent Full Time

**Reports to:**  Board

*Care is an EEO employer: Aboriginal and Torres Strait Islander peoples, persons with disabilities, and people from culturally, linguistically, and religiously diverse backgrounds are encouraged to apply.*

About Care

## Care has been supporting the Canberra community since 1983 and we believe in financial fairness for all. We are a community organisation that provides free and confidential support and assistance to people living on low to moderate incomes or who are experiencing financial difficulty.

## **Our priorities**

* Provide information, advice, advocacy, and ongoing support for people in the community who experience financial hardship or exploitive lending practices.
* Work to educate the broader community about their rights, responsibilities, and options regarding financial issues.
* Advocate for fair changes at a systemic level.
* Be innovative in the community sector to achieve key outcomes, by focusing internally as an organisation, as well as working collaboratively with partner organisations.
* Constant reflection and evaluation of our services to ensure they meet the diverse needs of our various stakeholders.

## **Our values**

Care fosters a positive workplace culture and strives to deliver quality services to meet the needs of the community. Our values underpin our work and are integral to achieving our strategic priorities.

*Integrity:* Our practices are professional, ethical, and human centred.

*Inclusion*: We seek to provide culturally appropriate and accessible services to all people in our community.

*Diversity:* We value and foster a diverse workforce and design services to reach a diverse target group.

*Respect:* We are respectful and work with compassion and empathy to support the people we work for and with.

Care is a not-for-profit Incorporated Association.

Position Description

The CEO has management and oversight responsibility for all service delivery roles and manages communications with key stakeholders: clients, staff, board, community sector, government, and industry.

The CEO is supported by a management team comprising Directors of Care’s programs.

Duties

Governance

* Provide advice to Care’s Board to ensure they are equipped to make decisions about the strategic oversight of the organisation.
* Organise bi-monthly board meetings including circulation of agendas and minutes to board members.
* Ensure ongoing communication to the board of risks, issues, and successes.
* Prepare the CEO and other relevant reports for bi-monthly board meetings.
* Facilitate the interchange between Care’s staff and board.

Strategic Planning and Organisational Development

* Drive strategic planning and development in line with Care’s vision and values.
* Organize, motivate, and mentor internal team leaders to strategically grow the organisation’s impact, programs, and to effectively fulfill its vision.
* Continually foster a culture that encourages collaboration between programs and recognises positive contributions of team members.
* Identify and respond to opportunities and threats to Care’s operations.
* Oversee key strategic initiatives that flow from strategic and business planning.
* In collaboration with Program Directors, develop operation plans that flow from and implement the strategic plan.
* Oversee strategic finance processes and management through annual budgeting and budget forecasting meetings with the Finance Manager.

Stakeholder Engagement

* Manage Care’s relationships with key external stakeholders, including funding bodies, state and federal government and industry.
* Develop and maintain links with relevant community organisations in the region to build strategic collaboration and partnerships.
* Represent Care and its clients at relevant forums in a community leadership capacity.

Compliance

Oversee:

* Care’s compliance with all statutory, financial, contractual and insurance requirements.
* Care’s Risk Management Plan and Business Continuity Plan to ensure Care manages risk appropriately.
* Care’s Policy and Procedures
* Staff Position Descriptions to ensure they reflect current responsibilities.
* Care’s Annual Report

Human Resources

* Oversee Care’s internal management structure, encompassing service delivery, staffing issues, budgetary control, and administration.
* Manage Program Directors, including undertaking annual performance appraisals, managing leave requests, monitoring workload and wellbeing.
* Oversee the finance team
* Oversee recruitment (including reference checks) for key roles
* Support Program Directors to manage teams, including recruitment of new staff members and delivery of services.
* Ensure programs are of appropriate quality and resources are used effectively.
* Address employee concerns mediate disputes, investigate complaints and ensure fair treatment of staff
* Receive and respond to service complaints according to Care’s internal complaints process.

Policy and Media

* With assistance from the key staff, prepare tender applications for organisational funding as required.
* With assistance from the key staff, seek and respond to relevant grant proposals to provide growth opportunities for the organisation.
* Work with Policy, Advocacy and Business Development Manager to respond to government and industry consultations in areas that are relevant to Care’s work.
* Provide informed comment to the media on issues relevant to Care’s client group.

Selection Criteria

* Proven organisation and leadership abilities.
* An ability to develop and maintain effective high level working relationships with the Board, staff and other stakeholders including funding bodies.
* Demonstrated ability to collaborate with program directors to develop long-term operational strategies.
* Demonstrated ability to understand and deal empathetically and non-judgementally with staff, diverse stakeholders, and complex clients.
* A demonstrated commitment to Care’s values of integrity, inclusion, diversity and respect.

Summary Terms and Conditions

* Permanent full-time
* 38 hours, Monday – Friday, 9am – 5pm with flexi-time agreement. Some flexibility is essential as attendance at events may be required as part of the position.
* 4 weeks’ annual leave with 17.5% leave loading, paid annually.
* The Christmas Shutdown period excluded from annual leave and provided for by Care.
* Opportunity to purchase additional leave.
* Above Award personal leave entitlement of 18 days per year.
* Superannuation paid at Superannuation Guaranteed Rate of 11.5% to Employee’s choice of fund with opportunity for Employee co-contribution.
* Salary Sacrificing available.
* Terms and conditions are those set out in the Job Offer Letter, Care Employment Contract, Care policies & procedures, SCHCADS Award and the National Employment Standards as set out in the Fair Work Act (2009).
* All Care staff are required to comply with Care policies & procedures.