
Position:	Chief Executive Officer (CEO)
Classification:	SCHCADS Award Level 8 +10% (Salary Packaging is available)
Hours:	35 hours per week
Responsible to:	Board of Directors

Canterbury City Community Centre (the 4cs) has been delivering services to residents of the Canterbury Bankstown and Inner West Local Government Areas since 1972. With its origins as a locally based neighbourhood centre promoting community development and capacity building it is also now a leading local provider of Aged Services under the Commonwealth Home Support Program (CHSP) and Home Care Packages Program.

The 4cs is a Public Benevolent Institution, a NSW Incorporated Association and a Registered Charity. It employs 50 staff and has a Volunteer team of 100+.

Reporting & Organisational Context

The CEO holds the key leadership position within the Organisation and is responsible to the Board of Directors. The CEO directly supervises a small team of Senior Managers and the Corporate Services team.

The Role

The CEO is responsible to the Board for delivering the organisation's strategic plan, ensuring the 4cs meets its financial and legislative requirements and is transparent and accountable in all its activities.

The CEO is also responsible for fostering an organisational culture that is committed to service evaluation and improvement, inclusive and ethical practice and, above all, listens to the expressed needs of consumers and places them at the core of all work.

Respect for diversity, empowerment of consumers and a desire to develop pathways which build capacity and independence, managing diverse internal and external stakeholders and a strategic understanding of government and political processes are essential to the role.

Responsibilities

- **Values-based leadership** - Lead by example and with integrity, maintain a positive, ethical and inclusive organisational culture, demonstrated commitment to social justice
- **Skilled people manager** - Ensure the 4cs remains a place where people want to work because they feel valued, are supported to reach their goals and are proud of their contribution towards achieving the 4cs vision
- **Strategy and governance** - Effectively implement the strategic plan whilst ensuring effective governance and oversight of all aspects of the 4cs operations. Ensure we meet relevant standards, support ongoing quality improvement, maintain best

practice WHS, and effectively manage risks, and step in and provide day-to-day support as required

- **Financial acumen** - Demonstrated capacity to develop, manage and report on organisational budgets, and enthusiasm for the challenge of helping the 4cs diversify its funding streams. Ensure the Organisation is well-prepared for future challenges
- **Stakeholder management** - Maintain strong and productive relationships with decision-makers and funders, be a natural collaborator with a strong track record establishing effective partnerships, and value diversity with the ability to work effectively with people from diverse social and cultural backgrounds.

Knowledge, Skills and Experience

Essential Criteria:

- Relevant tertiary qualifications in the social sciences, community services or management
- At least 3 years of management experience in a medium to large sized organisation in the community sector or government
- Demonstrated commitment to social justice principles and an understanding of best practice service delivery for disadvantaged and marginalised people
- Exceptional organisational and written and oral communication skills
- Demonstrated understanding of regulatory frameworks and a commitment to meeting compliance requirements
- Experience in fostering a quality improvement and risk management culture
- Financial management experience with a demonstrated capacity to meet reporting and accountability requirements and to secure new funding streams
- Experience in communicating with diverse internal and external stakeholders and in fostering collaborative partnerships with external organisations or people
- Excellent management and interpersonal skills and the ability to inspire, encourage and develop a diverse team of people to build organisational capacity and a positive work culture
- Demonstrated ability to think strategically and to build organisational capacity to be able to pursue opportunities as they arise.

Desirable Criteria:

- Experience in the Aged Care Sector and an understanding of and commitment to the Aged Care Quality Standards
- Experience in managing multiple funding streams and ensuring systems support the compliance requirements of all
- Drivers Licence and access to a reliable vehicle.

Key Performance Areas

Strategic Development and Planning

- Ensure the Organisation has a Strategic Plan that is informed by demographic data and community needs, stakeholder feedback, evaluation of current programs and an analysis of the strategic environment or opportunities that may be available
- Ensure that a review of the Strategic Plan is undertaken at least once during its cycle to ensure that the Organisation is on track to achieve its objectives

- Be responsible for delivering the key targets identified in the Strategic Plan and ensure Senior Managers have them embedded in their Service Plans
- Build organisational resilience in all services to both protect the organisation and respond to challenges and threats
- Align the organisations' resources and services to ensure that they respond to the strategic direction of the Organisation and the requirements of multiple stakeholders.

Organisational Capacity and Culture

- Drive a culture of respect and appreciation of diversity within the organisation so that all staff, volunteers and consumers feel safe, included and supported to develop to their full potential
- Ensure that respect and inclusion is embedded in our policies and procedures and is demonstrated in all our organisational activities
- Ensure the Centre's Reconciliation Action Plan builds a more substantial and meaningful engagement with Aboriginal and Torres Strait Islander peoples
- Oversee the development and implementation of a Communications Plan to ensure that our activities and services are accessible on an equitable basis to the whole community and that the 4cs Vision and Values are consistently articulated in all messaging
- Ensure best practice Work Health and Safety initiatives are advanced across the organisation being responsive to emergencies such as the COVID-19 pandemic and including the mental health and well-being of all staff
- Foster a commitment to performance review and management at all levels of the organisation and encourage professional development for all staff
- Promote the development and use of information technology in driving quality improvement and risk management, communication and information sharing
- Ensure that systems and processes are in place, and are regularly reviewed, which help the 4cs meet its obligations to multiple stakeholders in a manner that is timely and builds confidence in the Organisation.

Governance and Financial Management

- Provide comprehensive and accurate reports to the Board and its sub committees to address key governance matters and strategic issues
- Develop and align the Organisation's human, financial, social capital and physical resources to support sustainable operations
- Identify and manage government and non-government funding sources which enable the organisation to extend its services and deliver on its statement of purpose
- Ensure that organisational policies and procedures meet with legislative requirements and that these are embedded in systems throughout the Organisation.

Quality Improvement and Risk Management

- Champion a culture of Continuous Improvement throughout the Organization which seeks to build efficiency, effectiveness and our ability to deliver services most responsive to individual and community needs

- Ensure that Quality Improvement is embedded in the work plans of all Senior Managers and reported on regularly to the Board
- Model a workplace culture which learns from mistakes and welcomes feedback and complaints as an opportunity to improve.
- Minimise risks by implementing approved systems of management, undertaking regular audits, risk assessments and quality control checks, and taking action when shortcomings are noticed
- Ensure that the 4cs has a Risk Management Plan which includes multiple domains, including strategic and organisational risks, and that all risks are managed proactively
- Anticipate and prepare for increased service demand and complexity of issues which may arise from changes in the strategic environment, changing demographics and policy reforms.

Stakeholder Management and Development

- Recognise the diversity of stakeholder interests and relationships held by the 4cs and manage these relationships through communicating clearly and authentically
- Ensure that the 4cs works collaboratively and in partnership with key stakeholders based on mutual respect and the achievement of shared goals
- Develop and maintain relationships with a wide range of organisations representing our key priority target groups
- Work with consumers as partners and represent their interests from a strengths based or capacity building perspective
- Pursue strategic partnerships which will enhance or deliver services to the local community where service gaps exist.

Other

- Recognise that as CEO of a responsive community based organisation the incumbent must lead by example in being flexible to responding to changes in the strategic environment and community need

X

Employee's Signature

X

Date

X

Employee's Name

X

Board Member's Signature

X

Date

X

Board Member's Name