



Helping the
community
since 1979

Position Description

Chief Executive Officer

Carrie's Place



Thank you for your interest in the position of Chief Executive Officer for Carrie's Place.

To assist us in best reviewing your application, please submit your resume and a detailed cover letter addressing the criteria of the Position Description via our website <https://www.peoplefusion.com.au/jobs/ceo-10>

More information about Carrie's Place can be viewed at <https://carriesplace.org.au/wehelp/>

The position will be based out of Carrie's Place Head Office in East Maitland. This is the perfect location in between Australia's oldest wine region, the Hunter Valley Vineyards and Newcastle City & Beaches.

Diversity and inclusion are very important parts of Carrie's Place key drivers and has helped change the lives for many, in their 40-year history. Carrie's Place provides a range of culturally appropriate services to vulnerable people to support recovery and build resilience.

Confidential enquiries can be made to Ali Kimmorley of peoplefusion on 0421 697 428 and Wendy Donovan of peoplefusion on 0407 525 949 .

Applications for the role close on Monday 27th July 2020 and we expect to be able to provide you with an update on your application within 2 weeks from the close date.


We look forward to reviewing your application.

Kind Regards,



Ali Kimmorley

POSITION DESCRIPTION

Position Title	Chief Executive Officer (CEO)
Responsible to	The Governance Committee
	<p>Carrie's Place Domestic Violence and Homelessness Services has been providing services in the Maitland and Lower Hunter area since 1979. Carrie's Place is a safe place for all.</p> <p>Carrie's Place provides a range of culturally appropriate services for people experiencing domestic and family violence, and/or homelessness.</p> <p>Carrie's Place provides a range of services to vulnerable people to support recovery and build resilience.</p> <p>Carrie's Place services are underpinned by the values of social justice. Our philosophies are based on feminism and human rights. Our practice is person centred, and based on a strong commitment to the principles of social inclusion and capacity building.</p>
Mission Statement	<p>To increase the number of families in the Maitland and Lower Hunter area who are housed, safe, and live free from abuse. This will be achieved by providing person centred programs aimed at empowering vulnerable people who may have experienced domestic violence and other forms of trauma and abuse.</p> <p>We work with individuals and our communities in the Hunter region to address the issues of domestic violence and homelessness.</p> <p>We provide holistic services to build capacity, inclusion, and resilience.</p>
Position Summary	<p>Working closely with the Governance Committee, Senior Managers, staff, and key stakeholders, the CEO will;</p> <ul style="list-style-type: none"> ○ Provide strategic leadership to manage the existing operations in the context of business plans.

	<ul style="list-style-type: none"> ○ Create, evolve and implement strategies for the future success, growth and competitiveness of the organisation. ○ Accomplish the mission and vision of Carrie's Place. ○ Meet the expectations of the stakeholders within and outside the organisation. ○ Model the organisation's culture, values and behave in the best interests of the organisation. <p>The Governance Committee delegates responsibility for management and day-to-day operations to the CEO, who has the authority to carry out these responsibilities, in accordance with the direction and delegations provided by the Committee</p> <p>In line with Carrie's Place policy and procedures, including stated values, principles, and code of ethics, the position objectives include:</p> <ul style="list-style-type: none"> ○ Provide leadership to the organisation ○ Strategy and implementation of organisational planning ○ Oversee the provision of quality service delivery across the organisation ○ Develop and maintain strong community partnerships, provide community education, and participation in community development events ○ Manage the organisation's finances and assets ○ Develop and maintain appropriate IT systems, policies and procedures throughout the organisation ○ Oversee HR systems ○ Manage risk & safety ○ Participate in systems advocacy and lobbying to influence public and social policy
<p>Leadership</p>	<ul style="list-style-type: none"> ○ Lead the organisation, using current "best practice" leadership models ○ Instil a culture aligned to organisational values, beliefs, and principles, by role modelling appropriate professional and ethical behaviour at all times

	<ul style="list-style-type: none"> ○ Lead change and oversee change management throughout the organisation ○ Ensure the organisation is “values led” in all areas of business and aligned with the organisation’s vision and mission ○ Lead and build the organisation’s public profile, nurturing and growing partnerships in the wider community of external stakeholders, including government ○ Be the spokesperson for the organisation, drawing on expertise on issues relating to domestic violence, homelessness and the organisation, as well as the broader socio-political issues; especially those pertaining to social justice and inequality ○ Ensure continuous improvement of the organisation’s policies, systems and procedures ○ Ensure organisational compliance with the Association’s Incorporation Act of 2009, and the organisation’s constitution ○ Ensure the Governance Committee is resourced and informed
<p>Strategy and Operational Planning</p>	<ul style="list-style-type: none"> ○ Develop and review the organisation’s Strategic Plan, in alignment with our vision and values ○ Communicate the Strategic Plan with all staff and how it intersects with their role, regularly updating on how we are tracking in the bigger picture ○ Develop and implement operational plans in collaboration with senior management staff, in alignment with the strategy ○ Lead and review operational plans regularly, evaluating and adjusting where necessary in relation to changing priorities, resources, opportunities and threats. ○ Communicate to team members relevant aspects of the Operational Plan
<p>Provide Quality Service Delivery</p>	<ul style="list-style-type: none"> ○ Be an expert on services provided by the organisation ○ Develop, maintain and review, in collaboration with senior staff a Quality Management System throughout the organisation ○ Display comprehensive knowledge of funder requirements and funding agreements ○ Ensure compliance with all aspects of legal agreements ○ Display expertise in current service delivery “best practice” ○ Oversee the Complaints Management System

	<ul style="list-style-type: none"> ○ Investigate complaints from external stakeholders ○ On request, review decisions that impact service users ○ Ensure workers are up to date with all sector specific “best practice”, and knowledge on relevant legislative requirements ○ Ensure continuous improvement principles are practiced
<p>Marketing, PR and Community Partnerships</p>	<ul style="list-style-type: none"> ○ Actively promote our brand; ensure organisational branding is publicised widely, and the organisation’s “footprint” is promoted through appropriate print and digital media channels ○ Oversee the messaging, branding and maintenance of the organisation’s website ○ Proactively seek presentation opportunities amongst the community and relevant potential and existing partners ○ Respond to reasonable requests to present to community groups ○ Participate in media opportunities related to the organisation, domestic violence, homelessness, and other intersectional topics ○ Provide specific training to the sector and community ○ Provide training to organisational workers ○ Collaborate and develop strong relationships with other local community organisations, where service users may intersect ○ Collaborate with the broader community to achieve outcomes in line with organisational vision and purpose ○ Lead and represent the organisation at specific events on domestic violence and gender equality and ensure the organisation participates in identified community events
<p>Financial and Asset Management</p>	<ul style="list-style-type: none"> ○ Develop annual budgets in line with funding requirements, legal compliance, and “best practice” accountancy processes ○ Develop annual organisational budgets in line with legal requirements, and “best practice” accountancy processes ○ Review and analyse all budgets on a minimum bi-monthly basis ○ Provide an analysis report to the Governance Committee in line with Governance Committee reporting ○ Acquit funds in line with compliance requirements ○ Make decisions about expenditure, in line with policy and procedure ○ Oversee and regularly review, financial management policy and procedure ○ Actively seek funding opportunities, including donations, fundraising

	<p>events, and funding grants</p> <ul style="list-style-type: none"> ○ Actively seek donations of non-cash items that are beneficial to the organisation and/or our service users ○ Grow equity wherever possible, and utilise in line with Strategic Plan ○ Instigate a fraud mitigation policy as part of the broader Risk Management processes ○ Ensure effective and appropriate Information Technology software and hardware is available to all workers ○ Oversee and regularly review Information Systems for performance and functionality ○ Communicate with the Governance Committee in line with policy and procedure
<p>Human Resources</p>	<ul style="list-style-type: none"> ○ Ensure all HR management policies and practice award legally compliant, including awards ○ Aim to maintain “best practice” in HR Management systems ○ Review HR policy and procedure on a regular basis to ensure efficiency, functionality, fairness, and the wellbeing of workers ○ Build capability in the organisation; facilitate and support workers to access training and staff development in line with the principles of “lifelong learning” and “continuous improvement principles”, as articulated in organisational policy and procedure ○ Ensure effective performance management systems are in place ○ Ensure all workers are provided with regular internal formal supervision and have access to external practice supervision ○ Develop, maintain, and review a comprehensive Worker Wellbeing Policy that places the health and safety of workers as paramount ○ Oversee the Complaints Management System ○ Investigate complaints related to internal stakeholders
<p>Risk & WHS Management</p>	<ul style="list-style-type: none"> ○ Develop, maintain, and review the organisation’s Risk Management System ○ Instil a culture of risk management throughout the organisation ensuring that risk management is an integral part of decision making ○ Recognise the link between financial risk and robust financial management ○ Maintain a relationship with the external Accountancy Firm, and discuss

	<p>the organisation's financial position on a regular basis; seek advice where needed</p> <ul style="list-style-type: none"> ○ Ensure compliance with WHS legislation ○ Delegate WHS operational procedures to appropriate staff through the organisational in order to ensure compliance ○ Recognise that the primary business of the organisation exposes service users, workers, and others to a higher level of risk from violent perpetrators; and to mitigate this risk wherever possible ○ Be constantly mindful of the possibility of Vicarious Trauma on self and other workers
<p>Advocacy & Lobbying</p>	<ul style="list-style-type: none"> ○ Participate in conversations and debate about the broader socio-political issues related to domestic violence, homelessness, social justice and human rights ○ Participate, from time to time, on Boards, Committees and other relevant groups related to domestic violence, homelessness, areas of intersectionality, social justice and human rights ○ Utilise social media and other platforms to influence the current discussion on issues related to domestic violence, homelessness, social justice and human rights ○ Utilise all forms of opportunities to influence the current discussion on issues related to domestic violence, homelessness, social justice and human rights ○ Develop and maintain positive relationships with relevant community members and politicians who may be influencers in the discourse related to domestic violence, homelessness, social justice and human rights policy ○ Participate in surveys, research, forums, panels, and other related avenues for advancing academic theory, and knowledge, and community knowledge about domestic violence, homelessness, social justice and human rights ○ Be an activist and advocate on the issues of domestic violence, homelessness, areas of intersectionality, social justice and human rights, utilising a range of methods ○ Actively lobby politicians for increased funding and resourcing of the domestic violence and homelessness sectors ○ Actively lobby and provide expertise to politicians to influence their political views and beliefs, and their policy commitments, about gender inequality,

	<p>misogyny, violence against women and social justice</p>
<p>Essential Competencies Required</p>	<ul style="list-style-type: none"> ○ Demonstrated ability and experience in leading, managing & growing an organisation of similar size (5 years+) within the community services sector ○ Demonstrated experience in growing community partnerships and donations ○ High level leadership skills and personal attributes ○ High level Emotional Intelligence, demonstrated by respectful and ethical conduct ○ Commitment to social justice and feminist principles ○ High Level communication skills using all mediums; and including ability to negotiate and resolve conflict ○ Decisive, with high level independent decision making and critical thinking ○ Expert knowledge of, and demonstrated experience in working with, people experiencing domestic violence and/or homelessness ○ A demonstrated strong commitment to Inclusive Practice and Continuous Improvement ○ High level knowledge of statutory requirements and legislation pertaining to all aspects of the organisation ○ High level experience in financial management ○ Public speaking & media experience ○ Experience providing training and other forms of adult education ○ Ability to manage, motivate and coordinate paid and unpaid staff, and good knowledge of the Australian Industrial Relations Systems ○ Excellent interpersonal skills, including the ability to build relationships, and the ability to advocate and lobby on issues pertaining to domestic violence and homelessness, within the socio-political systems
<p>Formal Qualifications and Probity Required</p>	<ul style="list-style-type: none"> ○ Tertiary qualifications in social or behavioural sciences or equivalent ○ Tertiary qualifications in Management (minimum Diploma) ○ Working with Children National Clearance. ○ National Police Clearance.



Our Vision.

Our communities – zero tolerance towards violence and homelessness.

Our Mission.

To increase the number of families in the Maitland and Lower Hunter area, who are housed, safe, and live free from abuse. This will be achieved by providing person centred programs aimed at empowering vulnerable people who may have experienced domestic violence and other forms of trauma and abuse.

We work with individuals and our communities in the Hunter region to address the issues of domestic violence and homelessness.

We provide holistic services to build capacity, inclusion, and resilience.