

Role Description

CEO

Role Title: Chief Executive Officer (CEO).

Role Type: Permanent Full-Time, Executive Management and Organisational Leader.

The CEO: Is directly accountable to the Board of Directors for leading and delivering on the organisation’s strategic objectives;

Has a senior stewardship role regarding the commercial business legislative environment, and the organisation’s respective compliance and reporting responsibilities;

Works collaboratively with the Board and executive managers to review and frame future strategic plans;

Works collaboratively with the Board and executive managers to identify, monitor, mitigate and review organisational and business environment risks;

Works closely with the executive management team to lead and facilitate compliant change management in the implementation of commercial, financial, strategic and operational priorities and objectives;

Establishes sound effective relationships and networks within and outside the organisation and the Disability Services Industry.

Location: Tulgeen Services Support, Upper Street Bega NSW and other locations as required for the role.

Reports To: Tulgeen Group Chair of the Board or their stated delegate.

Direct Reports: Tulgeen Executive Management team;

Capability Manager, Finance Manager, Client Services Manager, Business Development and Marketing Manager, Quality Manager.

The Organisation: Tulgeen Group Trading as Tulgeen Disability Services.

Comprising 11 service locations within the Bega valley Shire.

Typical Client numbers: 130 including Supported Employees.

Typical Revenue/Expenditure 12M

Typical FTE Worker numbers: 110. Headcount 135, and 10 P/T volunteers.

Accountabilities	
Vision	Leads the organisation towards inspiring an inclusive, connected, and caring community.
Values	Engenders a cohesive, supportive and encouraging team culture. Committed to honesty and integrity, fostering ownership of decisions. Creates and maintains an environment of mutual respect. Encourages a united and engaged workforce through empowerment.
Mission	Leads the organisation to provide exemplary services in supporting people with disability to live, work, play and grow.
Leadership and teamwork	Collaboratively leads and directs the Management team to meet established organisational goals. Provides high level expert professional advice and support to managers. Oversees projects and the development of service offerings in line with strategic goals.
Change Leadership	Oversees the management of major changes in practices in-line with changes in legislation, quality standards, organisational strategies and policies.

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	Resources the establishment of project teams to address strategic and operational challenges and business opportunities.
Sector Profile	Develops beneficial collaborative relationships with other organisations within the sector. Effectively promotes the organisation in sector meetings and forums.
Communication	Maintains appropriate, effective communication channels with all key people within and outside the organisation. Timely provision of monthly reports on strategic outcomes and complex issues or projects to the Board Of Directors.
Customer relationships	A thorough working knowledge of the customer base with whom the organisation interacts. Ensures complex customer relationship needs and expectations are addressed through expert professional practice. Ensures customer relationship, confidentiality and complaint processes are in place and are regularly reviewed. Effectively negotiates with complex and/or strategically significant stakeholders.
Operational planning and execution	Co-development of plans for service/function areas in compliance with legislative and financial requirements and the external and internal policy environment. Ensures all programs and services meet service delivery targets/agreements. Monitors and takes appropriate corrective action to ensure plan outcomes and cost effectiveness of services delivered by the organisation.
Risk management	Monitors and reports on legislative and standards requirements and identified risks. Oversees corrective action/s to mitigate any impacts on the organisation's viability, systems or programs. Reviews and applies contemporary business methodologies and technologies to manage risks. Effectively resources health and safety initiatives, resources and equipment purchases necessary to mitigate health and safety risks in the workplace.
Compliance	Effectively resources Health and Safety initiatives and equipment purchases necessary to ensure Work Health & Safety compliance. Ensure the organisation's compliance with service funding bodies through effective Quality Assurance programs. Ensure the organisation's compliance with the FairWork Act and appropriate industry Awards through effective HR programs. Ensure the organisation's financial compliance through effective programs.
Financial management	Identifies and plans for financial resources to meet the organisation's needs in collaboration with the management team. Sets financial objectives and co-develops budgets. Ensures programs/services meet financial targets/agreements. Monitors progress against financial plans and takes appropriate corrective action. Budgets for resourcing Health and Safety initiatives, programs and equipment purchases necessary to mitigate Workers Insurance Claims and the associated premium costs/financial impacts. Undertakes longer term capital planning in conjunction with the Board Of Directors.

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Executive relationships	<p>Actively participates in regular executive level management meetings.</p> <p>Maintains a communicative and effective relationships with the Board Of Directors; seeks strategic advice and provides operational advice.</p>
Sustainability	<p>Manage time, set priorities, plan and organise quality work to achieve specific objectives. Identifies and reconciles conflicting priorities and objectives.</p> <p>Maintain accurate and complete records to evidence work activities.</p> <p>Implement agreed continuous improvement initiatives to support long term asset sustainability.</p> <p>Identifies and supports own and Management team professional development needs and opportunities.</p>
Organisational Development	<p>Participates in the review and development of significant policies and practices. Contributes to the strategic planning process at the executive level.</p>
Community engagement	<p>Identify, develop and maintain community relationships to support strategic initiatives.</p> <p>Engages with community organisations to Identify service opportunities and develop effective partnerships, community engagement programs, and capacity building initiatives.</p>
Innovation	<p>Fosters innovation within the organisation to develop and implement creative new services.</p> <p>Establishes and encourages initiatives to address emerging trends and opportunities applicable to strategic organisational requirements.</p>

The Person best suited for this role:

A multi-skilled leader and excellent communicator with a range of operational and business administration experience. A person of integrity who engenders trust and respect within the workforce by modelling the organisation's behavioural values. Adapts well to changes. Prioritises workloads, seeks solutions and implements improved ways of working.

Experience:

Working knowledge of disability support and of the various environments in which the organisation operates.
 5+ year's previous experience in relevant similar or directly-subordinate role/s.
 Broad understanding of the organisation and sector, professional practices and the internal/external environment.

Qualifications:

A relevant tertiary qualification, in a related or specialist area.
 A current appropriate Driver's License is an essential role requirement.
 A Working with Children check number and NDIS Worker Check are essential screening requirements.
 The right to work permanently in Australia.

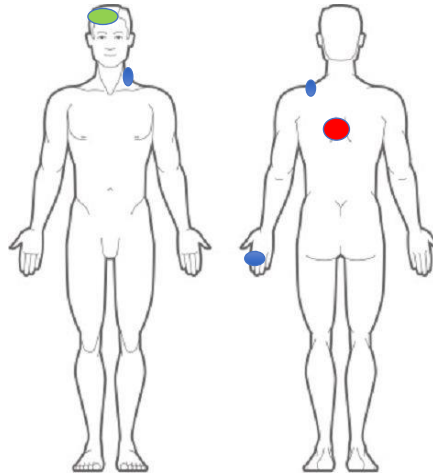
People management:

Effectively leads a team of professionals through application of contemporary Leadership practices.
 Helps mentor, skill and develop other leaders. Provides regular respectful feedback to staff.
 Ensures performance management, learning and development processes are in place to support the organisation's priorities.
 Sets performance objectives for services and programs.
 Monitors and reports progress against established indicators for business objectives.

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WHS - Possible areas of injury

Postural related strains
Eye strain
Sedentary work impacts
Overuse injuries - Hands
Psychological injury



Health and Safety Notes:

Sedentary office work can increase the risk of cardiovascular disease, some cancers, type II diabetes and musculoskeletal disorders. Regular activity breaks are essential.

Workloads at the Executive level can be overwhelming. Sustainable workloads must be prioritised.

All workers are required to take responsibility for the reasonable care of their own health and safety and to not adversely affect the health and safety of others.

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CEO - Key Result Areas

To Inspire an inclusive, connected and caring community

Strategic Area	KRA	Lead	Lag	Outcome	Impact
1. Leadership	Worker Safety & Welfare	Trend incident and hazard reporting	TRIFR - total reportable injury frequency rate	Reduce annual Workers Comp. premium to industry benchmark	Safer working environment, including at-home and play
	Organisational Values & Culture	Identify 1-2 Signature Behaviours for each Value	'Catch' people exhibiting these behaviours and report trend	Recognise and reward only the behaviours we culturally value	Improved and consistent desired culture, delivering our customer-service standards
2. Customer and Community	Client Satisfaction & Service Quality	Increasing client numbers and revenue	Participants\ Advocates complaints are managed and reported	Improved and enhanced quality service outcomes	Foster industry practice improvements
	Innovation and Growth	Identify new services in Business Plans, especially social enterprises	Achieve Specialised Disability Accommodation accreditation	Improved client choice & control, and sustain and grow our ADEs under the new NDIS regime	Preferred regional Disability services provider & disability leader
3. Our People	Succession planning & Skill Development	Development of succession plan after skills needs analysis	Business continuity after unplanned staff departure, and ability to meet client increasing demand	Staff retention & satisfaction, and content clients, through ability to 'delegate down'	Ownership & Accountability across Tulgeen
4. Performance and Sustainability	Financial sustainability	Number of, and revenue from, new clients, and revenue from new services	Achieve monthly/quarterly budgeted outcome	Achievement of \$10m revenue target	Deliver on Vision
	Enhanced Supported Independent Living options	On-budget Elliot Lane project delivery to agreed timeline	# beds 'pre-filled' at Elliot lane	Suitability of the built units meet the SDA standards, and staff satisfaction & client needs	Create an inclusive and connected local community
	Manage new and emerging risks	Business continuity and crisis management plans tested annually	# Risk assessments completed, and risks re-rated	Sustainable operations with effective ongoing client service delivery	Foster industry practice improvements

Note: Focus and Objectives to be set annually.