



Inspiring people to thrive

## Position Description – Executive Director NT

Position Title	Status/Classification
Executive Director Northern Territory	Full-time Position / Salary Above Award
Service/Facility	Location
Executive	Darwin (Interstate & Regional travel required)
Relationships	Management
<ul style="list-style-type: none"> <li>• Reports directly to the Chief Executive Officer (CEO)</li> <li>• Member of the Executive Leadership team</li> </ul>	<ul style="list-style-type: none"> <li>• ITRC Program</li> <li>• Special Projects and tenders</li> <li>• Residential Operations Management</li> <li>• Human Resources NT</li> <li>• <b>New Therapeutic Programs as CASPA expands</b></li> </ul>

### Overall Position Objective

The Executive Director for Northern Territory (EDNT) is responsible for overseeing leadership and performance of all therapeutic programs in the NT, including Intensive Therapeutic Residential Care, Supported Independent Living, Family Support Services, and other programs that CASPA tenders to deliver in the NT as it expands.

The EDNT also has responsibility for organisational governance issues, with the CEO, COO, CFO and Board, including the shared responsibility to effectively grow CASPA to ensure its financial strength and operating efficiency in the NT

As an expanding area of service there are expectations for new services to be rolled out and for this role to oversee them. Involvement in tendering and grant submissions are inclusions in this role. CASPA has a tender writer that works closely and extensively with the Executive.

The ideal candidate must possess a strong entrepreneurial drive, outstanding communication skills, strong leadership qualities, and good planning and organisational skills. This exceptional executive director should streamline our organisational operations, effectively and efficiently direct operational budgets, improve revenue, direct our business strategy, and enhance relations with the media, internal stakeholders, staff, and surrounding communities.

### Organisational Environment

Inspiring People to Thrive.

CASPA provides person centred and trauma informed care and utilises a therapeutic approach support vulnerable people who are accessing CASPA’s services.

CASPA is a ‘learning’ organisation, all staff, clients, and carers have a broad range of learning opportunities

Document Reference FINAL 01	Document Title Executive Director Northern Territory - Position DescriptionExecutive Director Northern Territory Approved by Board of Directors				
Author Naarah Rodwell	Date Approved	Version FINAL 01	Review Date + 2 YEARS	Date Printed 8 July 2021	Page 1 of 7



## Qualifications & Experience

### Essential

- Relevant Bachelor or Higher Qualification with a minimum of 5 years' experience in a similar role or extensive experience and other related qualifications in a Social Work, Social Science, Welfare or similar with high level management experience.
- Experience managing budgets over \$5million
- Ochre Card and Criminal History Check (CHC)
- Demonstrated commercial and business skills in the management of a crisis driven business, analysing risk, and demonstrated knowledge of applicable legislations, standards, and compliance.
- Ability to provide effective leadership and management at an Executive level and ensure external Stakeholder engagement and relationships are managed
- Excellent interpersonal, public speaking skills, communication, and negotiation skills with the ability to develop stakeholder relationships

### Desirable

- Experience in Community Services, Charitable and/or Not-for-Profit Sector with an understanding of therapeutic, evidence-based models
- Understand Northern Territory legislation regarding out of home care and the protection of vulnerable peoples
- Experience overseeing accreditation standards
- Return to Work and investigations experience

## Key Responsibilities

1. Residential Operations - Manage in collaboration with the Executive team of CASPA, programs in the NT being Residential Care, SIL, Family Support Services and others as we expand
2. Manage Residential Caseworkers, Human Resources and Maintenance staff in the NT
3. Ensure thorough management and oversight of the Residential Casework team, Residential Operations Managers and Human Resources Coordinator and H4H Maintenance team in the NT
4. Leadership Conduct - As a member of the CASPA's Executive Team, inspire others by adhering to the CASPA Code of Conduct and CASPA Leadership Statement as the benchmark of expected behaviours in pursuing with integrity and respect a collaborative and safe work environment.
5. People Management - Ensure support and development opportunities are provided to staff to improve key performance in their roles in accordance with CASPA policy, procedures, and systems; provide personal growth opportunities and coaching whilst maintaining regular high-quality reflective supervision. Ensure an organisational structure that supports the Strategic Plan, and that policies and systems are in place to monitor staff performance. Create and implement strategies for people development to ensure succession planning for key positions
6. Implement policies and systems to improve quality - manage risk and ensure compliance with legislative, regulatory, funding body and policy requirements including work health and safety, and safety of the vulnerable people we support, and the staffing range associated. Ensure that the CEO is appropriately informed of significant risks and management responses

Document Reference FINAL 01	Document Title Executive Director Northern Territory - Position DescriptionExecutive Director Northern Territory Approved by Board of Directors				
Author Naarah Rodwell	Date Approved	Author Naarah Rodwell	Date Approved	Author Naarah Rodwell	Date Approved



7. Stakeholder Collaboration - Management of fee for service growth, development, partnership and planning including working collaboratively with government and non-government agencies to seek new opportunities for partnerships and operational growth
8. Performance & Financial Sustainability – Participation in the processes to apply for grants and tenders for future growth of CASPA, whilst maintaining management and oversight of the budget requirements for the operational departments, ensuring timely reporting to the CFO and CEO
9. Ensure Key Performance Indicators are developed for corporate departments - in order to achieve strategic objectives and monitor organisational performance. Report results and progress to the CEO and initiate remedial action where shortfalls are identified. Support the CFO with developing budgets that align with strategic requirements and maintain expenditure within allocated budgets. Ensure assets and resources are managed efficiently
10. Program Efficiency - Work with the Executive Team to develop and implement appropriate systems for effective service delivery and risk management strategies
11. Administration - Provide monthly report for the Board of Governance and participate in the decision making for operational matters and the future development of the organisation
12. WHS, EEO, Cultural Awareness – Promote a safe workplace with a commitment to inclusive, fair and equal practices based on a respect and understanding with clients, colleagues, customers and stakeholders

Key Performance Area	Key Tasks
1. <b>Leadership Operations</b> - Leading operational consistency of Residential Operations, Special Projects, NT Human Resources, NT Maintenance that promotes a proactive service model and operational framework to meet current and future projections of CASPA	<ul style="list-style-type: none"> <li>• Work with the CEO to develop strategies to grow and increase quality of service to identify and respond to long term strategic issues that impact on the long-term viability of the sector.</li> <li>• With the CEO &amp; Policy Committee, to develop additional procedures and processes for continuous service improvement.</li> <li>• Ensure compliance with out of home care contracting rules and increase outcomes for children, families and staff.</li> <li>• Manage the policy, special projects and business Residential Operations Management to deliver high quality and effective outputs.</li> </ul>
2. <b>Operational Practice, Compliance &amp; Risk</b>	Ensure thorough management and oversight of Program Practice Management, Work Health and Safety Operations to maintain compliance with CASPA’s governing bodies and legislation for ongoing accreditation and compliance in conjunction with upholding relevant policies, procedures, and standards.
3. <b>Leadership Conduct</b>	As a member of the CASPA’s Executive Team, inspire others by adhering to the CASPA Code of Conduct and CASPA Leadership Statement as the benchmark of expected behaviours in pursuing with integrity and respect a collaborative and safe work environment.
4. <b>People Management</b> - Ensure support and development opportunities are provided to staff to improve key performance in their roles in accordance with CASPA policy,	<ul style="list-style-type: none"> <li>• Lead manage and develop staff to deliver consistent, high quality and effective policy advocacy strategies, campaigns and communication products</li> </ul>

Document Reference FINAL 01	Document Title Executive Director Northern Territory - Position Description Executive Director Northern Territory Approved by Board of Directors				
Author Naarah Rodwell	Date Approved	Author Naarah Rodwell	Date Approved	Author Naarah Rodwell	Date Approved



procedures and systems; provide and encourage regular high-quality reflective supervision	
<p>5. <b>Stakeholder Collaboration</b> - Management of fee for service growth and development, partnership and planning including working collaboratively with government and non-government agencies to seek new opportunities for partnerships and operational growth</p>	<ul style="list-style-type: none"> <li>• Develop and maintain effective relationships at a senior level with Ministers, MPs, ministerial advisers, government agencies, the sector and other stakeholders</li> <li>• Develop sound working relationships with other key stakeholders through to establishment of MOU for signing by CEO</li> <li>• Liaise with community, business and government representatives and decision makers and work collaboratively with other peak bodies</li> </ul>
<p>6. <b>Performance, Growth &amp; Sustainability</b> – Participation in the processes to apply for grants and tenders for future growth of CASPA, whilst maintaining management and oversight of the budget requirements for the operational departments, ensuring timely reporting to the Financial Controller and CEO</p>	<ul style="list-style-type: none"> <li>• Take all reasonable steps to ensure that the Operations team works within the approved budget and acquit funds as per any grant and funding agreements.</li> <li>• Work with the COO to expand the Social Enterprise Hammers 4 Hope NT to create financial reinvestment opportunities for CASPA’s services</li> </ul>
<p>7. <b>Program Efficiency</b> - Work with the Executive Directors of Programs to develop and implement appropriate systems for effective service delivery and risk management strategies</p>	<ul style="list-style-type: none"> <li>• Work collaboratively with CASPA Executive Directors COO and CFO for the implementation of the Strategic Plan.</li> <li>• Lead and strengthen cross departmental projects and services working within the organisation.</li> </ul>
<p>8. <b>Administration</b></p>	Provide monthly report for the Board of Governance and participate in the decision making for operational matters and the future development of the organisation.

Budget	<p>Participate in the negotiation of funding agreements and ensuring contractual financial requirements are met</p> <p>Ensure the sustainability of CASPA’s finances and resources as allocated to the Operations Department.</p> <p>Prepare and manage budgets for the departments within your delegation.</p> <p>Authorise purchases up to delegation limitations</p> <p>Identify and implement cost savings where appropriate and through appropriate approvals</p>	Financial administration is managed within budget on an annual basis
Grant and Tender process	Assist with grants/tenders for future growth within CASPA.	Provision of input

Document Reference FINAL 01	Document Title Executive Director Northern Territory - Position Description Executive Director Northern Territory Approved by Board of Directors				
Author Naarah Rodwell	Date Approved	Author Naarah Rodwell	Date Approved	Author Naarah Rodwell	Date Approved



	Identify potential and existing funding opportunities and support the preparation of submissions	
Executive Reporting	<p>Represent CASPA at a variety of meetings as required and ensure participation in interagency related matters.</p> <p>Provide comprehensive monthly reports for Board of Governance meetings, using submissions from various team members</p> <p>Model professional behavior and adhere to CASPA's Leadership Statement</p> <p>Participate as an engaged and reliable member of CASPA Senior Executive Management Team and operate with full diligence at all times to ensure the Board of Directors are represented appropriately and CASPA achieves its aims as set out in its strategic plan</p> <p>Contribute to the overall Executive Management of the whole organisation</p> <p>Attend the AGM and speak on behalf of the organisation as requested</p>	<p>Best practice reporting</p> <p>Code of Conduct knowledge and practice</p> <p>Strategic Plan</p> <p>Audited Financial Statements</p>
Systems improvement in process and reporting	<p>Implement appropriate systems for effective service delivery and monitoring to ensure consistency across all sections</p> <p>Work closely with the Financial Systems Coordinator for CASPA's client management and other various information systems</p> <p>Work closely with the Manager Service Quality and Risk to ensure that the development and review of casework forms is undertaken</p> <p>Provide program reports to the CEO for NT</p> <p>Oversight to ensure documents are appropriately stored on client management/information systems</p>	<p>Promote and maintain positive relationships internally</p> <p>CASPA's systems achieves staff buy in</p> <p>Records management</p> <p>Best practice information sharing utilised for MNC and NT and in line with CASPA policy and process</p>
Risk Management/WHS	Understand and implement CASPA policy and procedure	Provide insight into policy for the sections of this role

Document Reference FINAL 01	Document Title Executive Director Northern Territory - Position Description Executive Director Northern Territory Approved by Board of Directors				
Author Naarah Rodwell	Date Approved	Author Naarah Rodwell	Date Approved	Author Naarah Rodwell	Date Approved



	Develop and implement risk management strategies in consultation with the Manager Service Quality and Risk for the programs in this role	Adherence to the WHS Act to ensure the workplace is safe at all times
--	--	---


**Significant Challenges (short and long term)**

What	Why
Upscaling project to expand CASPA into the Northern Territory	CASPA has won a large tender with strict implementation timeframes.
Consistently high workloads in a complex and changing environment	Community Services funding and evolving policy and procedures impacting OOHC providers
Continued improvement and implementation of reformed service provision	The contracts we are delivering in the NT are part of a reform on the back of the Royal Commission. Significant cultural change within the workforce is required.

**Level of Decision Making - High Level (Executive Level and Budget Manager)**

**Benefits:**

- CASPA actively supports staff to have a healthy work life balance
- Free gym membership to support your wellbeing as well as a fully established team of therapists and clinicians for your personal wellbeing support
- Access to internal and external training opportunities and workplace mentoring including you own team clinical supervision sessions every month.
- Great professional development opportunities for those who want career progression
- An [Employee Assistance Program](#) a free and confidential counselling service



- As a not-for-profit organisation, our employees are able to take advantage of salary packaging to receive up to \$15,900 of their salary tax-free, as well as additional meal and entertainment benefits

*Advantage Salary Sacrificing – to find out more visit [www.salary.com.au](http://www.salary.com.au)*

Document Reference FINAL 01	Document Title Executive Director Northern Territory - Position Description Executive Director Northern Territory Approved by Board of Directors				
Author Naarah Rodwell	Date Approved	Author Naarah Rodwell	Date Approved	Author Naarah Rodwell	Date Approved



<b>Employment Conditions Performance</b>			
<p>Management</p> <p>Performance agreement bi-monthly with supervision and reviews</p> <p>Reward &amp; Recognition</p> <p>Educational and development opportunities negotiated</p> <p>Remuneration</p> <p>Agreed salary and conditions comparable to industry standards and level of responsibility</p> <p>Provision of mobile phone for work calls.</p>			
<b>Other relevant information</b>			
<p>Occupants must:</p> <p>maintain a current driver's licence</p> <p>abide by the code of conduct, and the legislative requirements and standards within the OOHC sector</p> <p>not take advantage of their role in the Service for personal gain</p> <p>take responsibility for their personal safety and the wellbeing of other employees, clients, contractors, and other visitors to the Service; be familiar with, and observe, Service policy and procedures on Equity and Diversity and Work Health and Safety in the performance of the responsibilities of the position; and</p> <p>advise your supervisor of any real or perceived conflict of interest</p>			
<b>Signatures Occupant</b>			
Supervisor		Date	

Document Reference FINAL 01	Document Title Executive Director Northern Territory - Position Description Executive Director Northern Territory Approved by Board of Directors				
Author Naarah Rodwell	Date Approved	Author Naarah Rodwell	Date Approved	Author Naarah Rodwell	Date Approved