

SACS Consulting **Competency Based Recruitment** **Assignment Specification**

Non Executive Director

for

Melba Support Services

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contents

contents.....	2
organisation background	3
position specification	5
core competencies	8
application process	9

organisation background

Vision, Values & Purpose

Vision

A society that values the individuality and rights of all people.

Purpose

To open up a world of opportunities for people to live a fabulous life.

Values



Human Rights



Passion



Creativity



Flexibility



Fun

Melba's unique value proposition

A capacity to support people with complex needs who cannot be supported easily by other organisations.

An absolute commitment to human rights, positive behavior support and zero tolerance to abuse in all forms together with a strong focus on outcomes.

Moving forward

Through this Strategic Plan, Melba will:

- Support individuals to achieve outcomes
- Drive quality
- Deliver essential back-of-house functions
- Manage change
- Create innovation
- Empower our workforce
- Shape the future
- Simplify services

Goal 1 Drive outcomes and quality

Goal

People purchasing services from Melba receive excellent service that enables them to achieve their desired personal outcomes.

Aspiration

Melba invents the next best practice in disability support provision.

Critical actions

- Measure outcomes through the Personal Outcome Measures tool across Melba
- Enhance service delivery through technology
- Improve communication for people we support through the use of technology
- Establish and nurture reputation in new regions as 'best practice provider'
- Commit at governance and operational levels to a culture of environmental consciousness and responsibility

Cultural imperatives

- Inspire a culture of continuous improvement
- Drive best practice
- Imagine a future of technology-supported service delivery

Risk mitigations

- Use POMs data and research findings to drive quality improvement activities
- Complete rigorous business needs analysis prior to implementing new systems
- Develop comprehensive change management plans for new systems
- Ensure NDIS plans include funding for specialist communication support services where needed

Goal 2 Continue our growth

Goal

Melba will grow to meet the needs of individuals and families. Growth will be managed and considered in locations and services where we can make a positive difference. Excellence in service delivery will be fundamental to growth. Growth will not be at the expense of existing services.

Aspiration

Melba becomes a national disability support provider.

Critical actions

- Consolidate current growth
- Develop scalable, sustainable, responsive, and integrated organisational systems to support organisational growth
- Explore new service delivery locations
- Become a provider of choice to CALD and indigenous communities
- Expand therapeutic services

Cultural imperatives

- Develop community capacity, attitudes, understanding, awareness leading to greater inclusiveness
- Embrace feedback as a vehicle for learning
- Dare greatly

Risk mitigations

- Invest in quality assurance and improvement initiatives, and supporting IT systems, to underpin growth in services
- Undertake workforce initiatives (see goal 3) to sustain service growth

Goal 3 Empower our workforce

Goal

Melba has a vibrant, thriving culture and an engaged, skilled workforce that is inclusive and accountable.

Aspiration

Melba is a world leader in providing disability supports.

Critical actions

- Develop a creative recruitment plan
- Expand succession planning
- Provide comprehensive and tailored learning and development opportunities to support and empower Melba's workforce
- Streamline industrial arrangements
- Measure and act on staff engagement levels
- Promote clear career opportunity pathways at Melba

Cultural imperatives

- Cultivate an empowered and curious workforce and a joyful workplace
- Nurture and embed 'The Melba Way' across all Melba services
- Feed our organisational soul (flexibility, high quality, delivering what we promise)

Risk mitigations

- Conduct exit interviews to inform workforce practices
- Develop additional target metrics to measure and monitor workforce health and performance
- Invest in innovative recruitment strategies

position specification

position

NON EXECUTIVE DIRECTOR

reporting relationships

Reports to:

- ◆ Board President

Key Internal Relationships:

- ◆ Board of Directors
- ◆ Chief Executive Officer
- ◆ Executive Leadership Team
- ◆ Secretariat Officer

Key External Relationships:

- ◆ Capacity to meet with internal and external stakeholders, such as:
 - People supported
 - Families
 - External Organisations

term

Two year minimum term (maximum of four terms)

objectives

Melba delivers services in an increasingly complex and competitive environment. As a Non Executive Director, you will contribute to ensuring the Board is a high performing group satisfying all regulatory requirements, appropriately overseeing the performance of the organisation, identifying and managing risk, and engaged in driving Melba's strategy, whilst maintaining Melba's absolute commitment to human rights and 'The Melba Way'. You will utilise your strong networks to advance Melba's interests.

responsibilities

General Responsibilities

- ◆ Commitment to Melba's vision, missions, values, human rights framework
- ◆ Zero Tolerance to episodes of violence, abuse, neglect or exploitation
- ◆ Compliance with Melba's code of conduct, privacy, workplace health and safety policies and procedures
- ◆ A commitment to creating and fostering a workplace free from bullying, harassment or any form of unreasonable behaviour towards a person, group of people or Melba.
- ◆ Conduct all duties and responsibilities in accordance with Melba's policies and procedures
- ◆ Ensuring that all duties, responsibilities and behaviours support and comply with equal opportunity, cultural diversity and human rights values and expectations.
- ◆ Your interactions with co-workers and people supported are culturally appropriate and sensitive to each individual's needs

- ◆ Provide opportunities that support people to live a life of their choosing irrespective of their background and differences
- ◆ Take advantage of all opportunities to advance the interests of Melba

Occupational Health, Safety and Wellbeing (OHS&W)

- ◆ Take reasonable care of their health, safety and wellbeing and that of others.
- ◆ Observe safe systems of work
- ◆ Follow OHS&W policies and procedures
- ◆ Report hazards, near misses and incidents in accordance with the agreed incident reporting system
- ◆ Contribute to a positive culture in relation to OHS&W and participate in consultative structures

real world outcomes

This document sets out the Real World Outcomes and the resultant core competencies that relate to the position.

RWO	measurement
Strategic Contribution	The Non Executive Director has contributed to the strategic direction of the organisation to the satisfaction of the Board President.
Financial Strategy	A sound financial strategy has been developed for Melba. The Non Executive Director has worked with the Board and the Executive in the development of the financial strategy and it has been endorsed by the organisation.
Governance and Compliance	The Non Executive Director has contributed to the maintenance of sound governance practices of the Board. The organisation complies with its Board level statutory requirements, risks are appropriately managed and Board processes are adhered to.
Cohesive Relationships	The Non Executive Director has formed strong relationships of collaboration and trust with their fellow Directors to the satisfaction of the Board President.
Commercial Sustainability	The Non Executive Director has worked with the Board and the Executive to ensure the commercial sustainability of the organisation, whilst remaining committed to the vision, values and purpose of Melba.

core competencies

skills

Competencies Required:

1. Exceptional leadership skills
2. Strong decision-making capacity
3. Ability to understand complex operating environments
4. Analytical and strategic thinking
5. Excellent stakeholder management skills
6. Impressive written and verbal communication skills
7. Strong strategic financial acumen
8. Risk mitigation skills
9. Influencing and negotiation skills

knowledge / experience

Competencies Required:

1. A minimum of 5 years' experience in a senior executive/leadership role
2. Non-Executive Director experience
3. Sound corporate governance experience
4. A record of success in managing complex stakeholders

qualifications

1. Postgraduate tertiary qualification
2. Membership of Australian Institute of Company Directors, GAICD in the last three years, or willingness to complete within the first 12 months of appointment
3. Willingness to complete the NDIS Quality and Safeguards online worker training module

values / attitudes

Competencies Required:

1. Energetic and committed
2. Passionate about human rights
3. Collaborative and committed to helping others
4. Flexible and resilient
5. Committed to achieving results
6. A creative and lateral approach to thinking and problem-solving
7. A dedicated approach to people using Melba's services

application process

Our typical application process is detailed below. Please don't be alarmed if this process alters slightly as from time to time there are unforeseen delays and some of our clients request alterations to the below process.

Your application to SACS will initially involve you applying online and submitting your current resume SACS for our review in relation to a particular position.

Upon review of resumes, candidates whose resume appears to match our client's brief will be emailed a series of behavioural questions (5-8). These candidates will then be requested to email a response of 1-2 paragraphs per question back to SACS. This forms a more formal application to the role and in most cases these answers will be presented to our client in a formal candidate report.

Upon review of responses, you may then be progressed to an online Zoom video interview with 1-2 SACS Consultants. In general your Consultant will be back to you within 10 working days of the interview to advise you if you will be progressing to the panel interview process with our client.

Our client then meets you usually in a panel format (this will likely be via online video conference), one of your SACS Consultants may also be on the interview panel.

You will be given a timeframe at the panel interview and we will ensure you are advised of the outcome of your application within the agreed timeframe.

If you are taken forward from the panel interviews you will then be requested to complete psychological testing which we typically ask you to complete online, through the SACS Psychometric Assessment Portal. If you are successful in making it to the final stage of the process, we will request that you provide us with two work related referees.

If you need assistance or adjustments to participate in the application or interview process, please contact San Gurung on 1300 130 965 or sang@sacsconsult.com.au.

If you have any questions about your application at any stage please don't hesitate to call us on 1300 130 965.

To apply for this exciting position with Melba Support Services please visit our website <https://sacsconsult.com.au/job-seeker/> and apply via the role.