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| **Position Title:** | **Chief Operating Officer** | **Division:** | **Operations** |
| **Position Reports to:** | **Chief Executive Officer** | **Direct Reports:** | **7** |
| **Classification** | **Executive Contract** | **Band** | **N/A** |
| **Approved by:** | **Chief Executive Officer** | **Date approved** | **August 2021** |
| **Primary Position Objective:**  The Chief Operating Officer (COO) has accountability for all operations of Yooralla where there is direct customer interface. This covers an extensive breadth of services including; in home care, home supports community based day programs, allied health services, complex clinical supports, business enterprises, and early childhood assistance.  The position is responsible for leading and driving the performance delivery of high quality services that meet the needs of people with a disability and their families and provide them with choices in support to assist them to live the live they choose.  The position is responsible for developing and enacting strategic objectives aligned to the [Strategic Plan 2021 – 2024](https://www.yooralla.com.au/about-us/yoorallas-strategic-plan) and ensure that operations continue to adapt in a complex evolving environment.  As a member of the Executive team and reporting to the CEO the position forms part of a collaborative group of leaders providing oversight of organisational performance, financial management and organisational risk management.  . | | | |
| **Organisational Overview**  Yooralla is a not-for-profit organisation offering high quality support services for people with disability. Established in 1918, Yooralla offers a wide range of services to people of all ages who are either born with or acquire a disability as the result of accident, ill health or age. Approximately 1900 Yooralla employees work alongside more than 30,000 Victorians with a disability and their families. | | | |
| **Purpose**  Empowered lives: we help you live the life you choose.  **Vision**  Service, safety and sectoral leadership.  **Promise**  We build structures and capabilities that provide the highest quality services, enabling our customers’ self-determination. | | **Values**  **Customer Focused** in our service, creative in our solutions  **Courageous** in speaking up, determined in facing challenges  **Authentic** in our relationships, honest in our conduct  **Accountable** in our work, responsible for our actions  **Respectful** of choices, embracing of diversity  **Passionate** about our work, driven by our vision | |

**Organisational Accountabilities (applicable to all employees)**

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| **Positive Working Relationships** | **Customer Safeguards and Wellbeing** | **Occupational Health and Safety** | **Quality Assurance and Continuous Improvement** |
| * Demonstrated ability to work as part of, and contribute to, a person centred team. * Facilitate good working relationships with the community, customers, their families, and carers, and all departments in Yooralla through clear communication and a willingness to work towards positive outcomes. * Demonstrated ability to initiate and maintain contacts with a broad range of people and community organisations to facilitate customers' access to services, appropriate communication with fellow workers, families and other people involved with the service and in the life of the customer. | Safeguard and promote the rights and wellbeing of every individual so they are recognised, respected, protected and fulfilled.  In providing quality services, Yooralla staff must comply with   * the NDIS Practice Standards * the Disability Service Standards * Victorian Charter of Human Rights and Responsibilities Act 2006 * the Principles and Objectives of the Disability Act 2006 * the United Nations Convention of the Rights of Persons with Disabilities 2006 * the Child Safety Standards   **Cultural and Linguistic Diversity**  At the direction of the customer undertake all interactions with regard to the customer’s culture, diversity, values and beliefs in accordance with NDIS Practice Standard 7-Individual Values and Beliefs | Comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related OHS procedures and Safe Operating Procedures developed by Yooralla, including:   * Work in a manner that considers the health and safety of self and others * Report to work fit for duty and not negatively affected by alcohol, drugs, medication or other substances * Ensure that all work areas are maintained in a safe condition * Complete site induction * Identify, report and record all safety hazards, incidents and injuries * Participate in OHS training programs * Participate in OHS consultation and communication meetings * Wear and maintain personal protective equipment and clothing correctly | * Attend meetings, workshops, conferences and training as required. * Become familiar with and follow Yooralla’s policies, procedures and management instructions. * Be open to new ways of doing things that enhance the quality of life of people with disabilities; respond to challenges with innovative ideas and solutions. * Strive for and promote a continuous quality improvement culture in the quality system and work practices and offer strategic advice to improve customer relations. |

**Decision Making Authority:**

Please refer to the delegation schedule available on the Yooralla [Intranet](https://yooralla.sharepoint.com/sites/ControlledDocuments/Work%20Instructions/Delegations%20Schedule.xlsx)

**Position Specific Responsibilities**

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| **Key Result Area** | **Key tasks** | **Indicative Time** |
| * **Strategic Leadership** | * Be accountable to the CEO and Board for the operational service including both delivery of strategic projects to optimise Yooralla’s business performance and development of annual business-as-usual operational plans and associated budget planning and monitoring. * As a member of the Yooralla Executive, contribute to the organisational strategic direction and operational delivery of strategic objectives. * Provide specialist and high-level leadership and advice to the CEO, Board and Executive on strategy, solutions and supports to enable optimal person-centred support to people with disabilities. * Lead managers and staff in the development, implementation and delivery of innovative, high quality services in consultation with Yooralla customers and colleagues. * Effectively manage financial and organisational sustainability through superior business acumen, systemic thinking and competitive services. * Develop and effectively manage a change management program to deliver operational effectiveness across operations, to ensure quality services and financial sustainability. * Represent Yooralla at state, national and international level forums, committees or working groups. * Contribute to positioning of Yooralla as a service of excellence nationally and internationally as a service that ensures the rights and dignity of people with disabilities. Ensure that operational risks associated with the delivery of services are identified, assessed and controlled, and that strategic risks and risk mitigation strategies are document and monitored via the organisational risk register. * Model Yooralla’s values through exemplary professional and personal conduct. | * 30% |
| * **Operational Deliverables** | * Develop, implement and continuously improve operations strategies to optimise achievement of Yooralla objectives within the Board approved budget. * Utilise continuous feedback mechanisms to assess the business effectiveness of Yooralla’s services. * Lead and drive innovation initiatives to improve service quality, improve agility, efficiency and support requirements of a mobile workforce providing services to customers in all service settings. * Ensure the services meet requirements within the NDIS framework, systems and reporting processes are in place and adhered to comply with all Federal and State legislative and regulatory requirements. * Ensure that the Board and Executive are kept informed of operational performance and issues of significance impacting services through regular reports and updates. * Maintain current business critical systems and lead planning of future development of strategy relevant to operations. * Review and continuously improve governance arrangements and clarity of roles and responsibilities across Yooralla’s operations. * Critically analyse and assess business issues and performance and identify and evaluate options to improve the organisations performance and financial position. | * 30% |
| * **Sustainable Growth** | * In consultation with business stakeholders, develop and implement organisational plans to equip the organisation for success in a competitive NDIS environment, including sustainable capability building strategies and deliverables. * Identify opportunities to grow and/or diversify Yooralla’s services and develop submissions for funding grants as required. * Explore innovative service models to ensure that Yooralla remains in a position to take advantage of changes and sector trends being driven by customer preference and regulator changes. * Identify opportunities and provide input into planning and implementation of mergers and acquisitions as required. | * 10% |
| * **Financial Management** | * Contribute to Yooralla organisation-wide budget development processes. * Ensure effective monitoring and reporting of operational and capital expenditure in relation to budgets. * Collaborate with Executive colleagues to build business intelligence on service delivery, labour workforce management and financial reports. * Ensure that financial benefit is maximised aligned with NDIS and other funding frameworks. * Meet financial targets. | * 10% |
| * **Stakeholder Relationships** | * Build and maintain dynamic partnerships and work collaboratively with other disability, community, health sector and education organisations. * Foster and maintain productive and mutually respectful working relationships with Government, Statutory and other relevant bodies, other services agencies and advocacy groups. | * 10% |
| * **People Management** | * Lead, manage, coach and performance manage operation division employees for optimal individual and team performance outcomes based on clear deliverables and measurable results. * Ensure that a strategic approach is taken in managing the existing workforce and there is ongoing planning occurring to identify future workforce requirements. * Establish role clarity for the newly created Director roles to ensure that there is a clear understanding of levels of responsibility and accountability and when it is appropriate for matters to be escalated to the COO. * Communicate with managers and employees across operations and Yooralla to ensure strategic direction and expectations are understood and implemented, and that barriers to implementation are identified and resolved. * Ensure that there is a strong and aligned culture across all employees within operations. * Manage and balance workflow and loads across the Division. | * 10% |

**Selection Criteria**

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| **Mandatory Requirements** | * NDIS Worker Screening Check |
| **Qualifications** | * Post Graduate qualification in Disability Services, Health, Health Administration, Business or other relevant discipline. |
| **Professional Experience and Key Knowledge Areas** | * Proven experience as a senior leader of operational services preferably in a complex, diverse, medium to large multi-disciplinary and multi-site environment (Disability, Community or Health Industry experience an advantage) * Demonstrated ability to understand organisation-wide issues to inform strategy regarding service delivery models and associates costs. * Demonstrated leadership capability to drive a culture of service excellence and continuous improvement. * Demonstrated high level of financial management skills and business acumen to take advantage of commercial opportunities. * Demonstrated capability to drive organisational change in a complex evolving environment. * Demonstrated exceptional communication, negotiation, influencing and advocacy skills and the ability to effectively manage internal and external stakeholder relationships. * Demonstrated knowledge of the NDIS environment and associated qualify and safeguard standards. * Demonstrated ability to effectively identify, manage and mitigate organisational risk. |
| * **Personal Skills and Attributes** | * Excellent interpersonal skills, including verbal and written communication skills * Ability to lead and engage people, motivate them and build their capability * Strong stakeholder relationship management skills * Strong client focus and customer service excellence * Analytical and problem-solving capability * Self-awareness and insight * Commitment to Yooralla’s values |