



<b>Position Title:</b>	Executive Officer Casey North Community Information Support Service
<b>Tenure:</b>	Ongoing
<b>Salary:</b>	TBC
<b>Hours of Work:</b>	76 hrs per fortnight
<b>Reports to:</b>	President/Board of Management
<b>Supervises:</b>	Program Manager Staff
<b>Liases With:</b>	CNCISS Board of Management External Stakeholders Funding bodies

**Introduction:**

Casey North Community Information & Support Service (CNCISS) was established in 1997 to provide a range of programs and resources targeted to disadvantaged and low-income households in the City of Casey, a significant growth corridor in Melbourne’s Southeast. Since that time the organisation has expanded to provide support programs across the municipalities of Cardinia, Frankston and Mornington Peninsula. The organisation is a member of Community Information Victoria.

**Position objective/role:**

To provide high level operational, governance and strategic support to ensure the effective delivery of accessible and responsive community information and support services, enabling people and households experiencing vulnerability or disadvantage to navigate systems, access services and improve their wellbeing.

**Organisational development and management**

- With the Board of Management develop the goals and objectives of the organisation.
- Provide leadership in the development of innovative, effective and accessible programs and services for clients.
- Ensure a culture of respect, integrity and collaborative working practices across the organisation.
- Respond to opportunities for strategic partnerships to strengthen and grow the organisation.
- Ensure all funding and agreed service targets and delivery standards are met.
- Provide the Board of Management with adequate, accurate and timely information and advice such that it can make consistently high quality and well-informed decisions regarding the governance of the organisation.
- Prepare and review annually a four-year business plan for consideration by the Board of Management.
- Ensure that all relevant government legislation is adhered to, including but not limited to Privacy, Occupational Health & Safety and Industrial Relations.
- Oversee and ensure any complaints, staff and/or client issues are managed efficiently and professionally.

**Personnel management**

- Ensure the recruitment, selection, appointment and induction of all professional employees as per policy and relevant legislation.

- Oversee annual performance appraisals
- In liaison with program managers, monitor the management of employee's annual leave, flexible working hours and time in lieu accrual to facilitate consistent provision of programs and services.
- Together with the Administration Manager, manage and oversee a payroll and personnel record system such that all staff receive their entitlements, and the requirement of all relevant industrial legislation is complied with.

#### **Program Management & Development**

- Oversee the effective day-to-day management and resourcing of all programs, ensuring they are planned, developed and delivered in innovative, accessible and client-centred ways that meet the needs of all target groups.
- Oversee data collection and monitor trends and needs of the local community and where appropriate identify funding and develop programs and resources to respond.

#### **Financial & Administrative**

- Oversee financial management of the organisation.
- Identify and pursue available funding opportunities at all levels of government, philanthropy and other appropriate sources for the development and maintenance of programs and resources to respond to community need.
- In liaison with the Treasurer, prepare annual budget for operation of the organisation for Board approval annually and work within budget as approved.
- Oversee financial reporting/audit at the end of each financial year and liaise with the auditor as necessary.
- Maintain the Asset Register.
- Be responsible for ensuring the security of the building and its contents and be the primary contact person for the reporting of and response to after-hours security breaches.
- Oversee all aspects of building administration, including liaison with the landlord in relation to lease agreement, building maintenance issues and tenancy issues.

#### **Community & Organisational relationships**

- Lead the organisation's strategic relationships across community services, government, political and business stakeholders to strengthen cross-sector collaboration, advance CNCISS influence and impact, and ensure emerging local issues and community trends are elevated to the appropriate decision-making forums.

#### **Key Selection Criteria**

- Relevant tertiary qualification in social work, community development or related discipline.
- Extensive senior executive experience (5+ years) within community services or a comparable human services environment.
- Proven organisational leadership capability, including strategic management, team development and cultural stewardship.
- Deep understanding of disadvantage and vulnerability, and the systemic issues affecting individuals and families.
- Exceptional communication skills, with the ability to influence, negotiate and represent the organisation effectively.
- Demonstrated success in stakeholder engagement, including constructive relationships with funders, partners and government.
- Strong financial acumen, including budgeting, oversight and organisational stewardship.
- High-level organisational skills, with the capacity to manage multiple priorities and deliver to deadlines.

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- Experience in strategic planning, program design and evaluation, ensuring quality, accessible and impactful services.
- Ability to motivate, engage and support staff, fostering a positive, high-performing organisational culture.

**An annual appraisal will be conducted by the President and another representative of the Casey North Community Information and Support Service Board of Management. Annual performance indicators will be discussed and agreed on at that time.**