

# Candidate pack

# Chief Executive Officer

May 2026

# About Tandem



Tandem is the trusted voice of family, carers and supporters in mental health in Victoria. As the Victorian peak body with a sole focus on the needs and interests of mental health carers, Tandem’s role is to provide leadership, coordination and knowledge for the organisations and individuals who are working to improve outcomes for Victorian people living with mental health challenges.

We elevate carer voices and experiences so that the people caring for others are heard, valued and visible — in their communities, in services, and in the decisions that shape systems.

# From the Board

Tandem is a values-led organisation passionate about inclusion, integrity, respect, and collaboration.

As a state-wide peak organisation, we take seriously the responsibility to service our members and communities across Victoria. It is our great pleasure to open invitations for the key leadership role at Tandem, Chief Executive Officer.

Our mission is to:

- Advocate, engage and influence: for systemic, structural, political and economic changes that champion a whole of person, whole of family, whole of life approach
- Lead the family, carer and supporter voice in systemic change
- Elevate the rights of family, carers and supporters to be at the centre of mental health and wellbeing research and service design, development and delivery
- Partner with like-minded organisations and government to progress and inform mental health and wellbeing initiatives and ensure family, carer and supporters are core in policy and decision making
- Support families, carers and supporters with general advice, advocacy, research evidence, information and system navigation

Read our Strategic Plan [here](#).

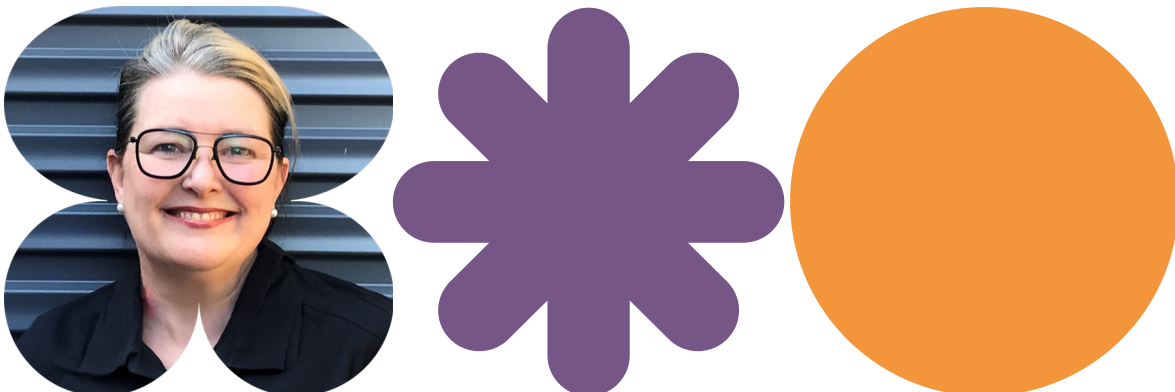
To lead Tandem into the next chapter, we seek an executive leader who is a strategic advocate with a background in human services, not-for-profit leadership and systems reform, and who is deeply committed to elevating the voices of families, carers and supporters across Victoria.

We are now welcoming expressions of interest for the role of CEO with Tandem.

You are invited to read through the candidate pack and reach out to our Recruitment Partner, Jade Lillie (details below). She is available for confidential discussions and to guide candidates through our recruitment process.

We look forward to hearing from you.

Lyn Morgain (Chair) and Tandem Board Directors.



# The role

<b>Position:</b>	Chief Executive Officer (CEO)
<b>Classification:</b>	Executive, full time
<b>Remuneration:</b>	An attractive salary package commensurate with experience and industry standards
<b>Tenure:</b>	Five (5) year term
<b>Review cycle/s:</b>	Six (6) month probation and annual performance review
<b>Reporting to:</b>	Tandem Board, via the Chairperson

The Tandem Chief Executive Officer will be:

- a strategic and impactful leader with extensive executive experience
- collaborative, bringing a team mindset and great communication skills
- insightful and committed to the Tandem mandate
- experienced in human services and the mental health system
- dedicated to engaging members with lived experience and the broader sector
- passionate about systems change, impact and advocacy
- thoughtful and experienced in cultivating a positive workplace culture

The Chief Executive Officer (CEO) leads Tandem, the peak body representing families and other carers and supporters of people experiencing mental health challenges in Victoria. The CEO is responsible for delivering on the organisation's strategic vision, building sector influence, strengthening advocacy and stakeholder relationships, ensuring operational excellence, and sustaining financial viability. Tandem requires a passionate, strategic, and values-driven leader to champion systemic change, support inclusive practices, and enhance the profile and impact of Tandem.

The CEO is expected to maintain a regular and visible presence at Tandem's Melbourne office. Occasional travel within Victoria and interstate will be required to attend government and sector forums, conferences and member events. The CEO must be available for evening and occasional weekend commitments in line with Board meetings, sector events and member engagement activities.

The CEO will lead a team of four (4) executives and a broader structure of approximately 30 staff. The successful candidate will have lived experience as a carer and/or direct understanding of the carer experience in mental health.

# Key accountabilities

## Vision, strategy and growth

- Promote, nurture and articulate the values, vision and ambition of Tandem
- Drive sustainable growth, innovation, and strategic initiatives aligned with Tandem's purpose
- Lead the development and implementation of Tandem's strategic vision in collaboration with the Board
- Position Tandem to capitalise on key policy developments, demographic shifts, and funding opportunities

## Leadership and culture

- Provide visible, inclusive, and values-based leadership to staff, members, and contractors
- Foster a culture of collaboration, innovation, respect, and accountability
- Lead organisational change and continuous improvement in alignment with strategic goals
- Support effective executive performance, development and influence

## Financial and operational performance

- Ensure the financial sustainability of Tandem through sound budgeting, planning, and financial management practices, in accordance with the Board's financial governance policy and directions
- Oversee day-to-day operations to ensure efficiency, effectiveness, and alignment with strategic priorities and to increase the organisation funding base
- Develop and manage organisational systems and resources to support service delivery and impact
- Ensure efficient and impactful service outcomes are being delivered
- Provide accurate and timely financial and operational reports to the Board
- Bring demonstrated experience in income diversification and strategic financial performance

## Stakeholder management

- Build and maintain effective relationships with government departments, peak bodies, service providers, media, and community networks
- Represent Tandem at public forums, conferences, and key decision-making tables.
- Liaise with members and key partners to ensure their voices are embedded in policy and service system improvements
- Represent and respond effectively to the direct experience of carers, supporters and communities

## Governance, risk and compliance

- Support the Board with timely, high-quality reporting, advice, and research in line with reporting obligations
- Establish and promote a culture of risk responsiveness and engagement
- Oversee organisational risk management and compliance policy and practice, including but not limited to Occupational Health and Safety (OHS), data security and privacy, duty of care and statutory accountabilities
- Ensure compliance with all relevant laws, policies, and related governance frameworks

## Sector advocacy, policy and member engagement

- Champion systemic advocacy for carer participation, mental health reform, and service inclusivity
- Lead policy formulation, submissions, and position papers on behalf of members
- Oversee the delivery of training, information, and programs for carers and the workforce
- Administer the Victorian Carer Support Fund and support NDIS transition activities
- Facilitate strong member engagement through consultation, structured regular meetings with carers, including those regionally based, feedback loops, and capacity-building initiatives



## CEO attributes and personal characteristics

- Motivation for change and the ability to lead and champion change
- Ability to build and maintain trusted, professional and respectful relationships between the Board and executive team
- Strategic and balanced big picture thinking and drive
- Creative thinking with an innovation mindset
- Resilience – ability to use setbacks to advantage/opportunity
- Authenticity and the ability to engage with every kind of stakeholder
- Strong Interpersonal communication skills and stakeholder engagement, connection and collaboration.
- Down to earth, committed, collaborative and inclusive
- Open, honest, transparent and able to make hard decisions
- A good communicator able to get across a message to all levels
- Able to handle complex issues and get to the heart of the matter
- Performance focused, objective and self-confident
- Self-aware and open to further growth and development



# Key Selection Criteria

## Specialist Expertise

### Essential:

- Demonstrated executive leadership experience within a values-driven, advocacy-based or not-for-profit organisation
- Sound understanding of membership-based organisations
- Deep understanding of the mental health system, policy environment, and issues facing carers/families of people with mental illness
- Proven ability to lead and grow a mission-focused organisation, including governance, strategy, operations, and stakeholder relations
- Track record of building and influencing government relationships at state and/or federal level
- Familiar with political dynamics of representation and able to contribute to the discussion of complex issues and related public debates
- Strong strategic financial and operational acumen, including oversight of budgets, reporting, and resource management
- High-level interpersonal, written, and verbal communication skills, with experience presenting to boards, government, media, and public forums
- Experience working with or reporting to a Board of Directors
- Lived experience as a carer and/or direct understanding of the carer experience in mental health

### Desired:

- Knowledge of relevant employment frameworks in the community sector
- Experience in managing or scaling an organisation through sector or policy reform (e.g., NDIS, Royal Commissions)
- Capability in system transformation and innovation in not-for-profit organisations
- Experience managing funding contracts and grants within a government-funded environment

# Desired competencies and experience

Competency	Description
Executive organisational leadership	Proven ability to lead a complex, values-driven organisation through strategic growth, change and innovation. Demonstrated success in aligning people, systems, and strategy to drive outcomes.
Strategic vision and policy influence	Capacity to shape and implement long-term strategic goals. Ability to scan the policy landscape and proactively position the organisation to influence reforms in mental health and carer support.
Sector advocacy and representation	Skilled in developing and articulating policy positions, representing organisational views to government and sector bodies, and championing systemic change on behalf of marginalised communities.
Financial and risk management	Strategic financial insight. Experience managing multi-stream budgets, reporting to funders and Boards, ensuring compliance with legislation and accounting standards, and overseeing risk management frameworks.
People and culture leadership	Demonstrated experience in building inclusive, purpose-driven cultures. Capacity to inspire, develop and retain high-performing teams. Understanding of best-practice HR and people development.
Stakeholder and member engagement	Ability to engage diverse stakeholders including carers, government, sector partners, media and community networks. Experience leading engagement and consultation initiatives across complex systems.
Governance and Board engagement	Experience working in partnership with Boards, preparing strategic advice, ensuring governance compliance, and implementing Board direction.
Program and service oversight	Experience in overseeing programs and initiatives in line with funding agreements, community needs, and strategic goals. Demonstrated ability to measure impact and improve outcomes.
Equity and inclusion	Commitment to promoting equity, access and lived experience in service design, policy advocacy, and organisational practices. Understanding of inclusive leadership and cultural competence.

# Pre-employment misconduct screening requirements

The successful candidate will be required to provide:

- National Police Records Check
- Working with Children's Check (Employment)

## Privacy and diversity

### Privacy

The collection and handling of applications and personal information will be consistent with the requirements of the Privacy and Data Protection Act 2014.

### Diversity

Diversity is a core value at Tandem. We are passionate about building and sustaining an inclusive and equitable working environment for our whole team. We believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions.

### Balancing your life

We understand that life balance is an important part of our employees' lives. Tandem offers a wide range of flexible arrangements to enable you to balance your work with other commitments and activities including family, health, study, carer responsibilities, hobbies and life/career aspirations.

We provide various options such as hybrid working (balanced with the front-facing requirements of the role), flexible start and finishing times, working part time and paid leave provisions that can be negotiated with the Board to help balance your personal commitments with the demands of the role.

# Our process

We will undertake a three-stage process, with the option to extend should this be required by Board. This includes:

1. Expressions of Interest (written)
2. First Stage Interview (online)
3. Second Stage Interview (in-person, Melbourne) and presentation to Board

References will be checked between first and second stage interviews.

## Expressing interest

If you are interested in expressing your interest in the role, please undertake the following:

- Reach out to Jade Lillie, our Recruitment Lead on [hello@jadelillie.com](mailto:hello@jadelillie.com) with any questions or to make a time for a confidential phone call
- Provide a cover letter (max two pages) and CV (max four pages) to Jade via email with subject line: **EOI – TANDEM CEO** by **Sunday 14 June, 11.59pm**
- You are not required to respond to each selection criteria but to ensure your cover letter holistically addresses the expertise and experience required for the role

