

Chief Executive Officer (CEO)

Position Description

Reports To: Board of Directors

1. Purpose of the Role

The Chief Executive Officer (CEO) provides strategic, operational, and pastoral leadership to Open House, ensuring delivery of its mission to create **“a place to belong” through lifelong, supportive relationships.**

The CEO leads the organisation in achieving **social inclusion and holistic growth** for participants, while ensuring strong governance, sustainability, and community impact in alignment with the Strategic Plan 2024–2029.

2. Vision, Mission and Values Alignment

Vision

A socially inclusive community where all people experience **a sense of belonging.**

Mission

- To live out the practical working of Matt. 25:34-40 & Matt. 28:18-20
- To give long-term friendship and support to children, young people and adults in our community, particularly those who are disadvantaged or socially isolated.
- To tackle social isolation head-on through creative programs and activities for all ages giving people a place to belong
- To provide a place with a relaxed environment where people are welcomed, encouraged to feel they belong, are cared for and supported.
- To give opportunities to people to express themselves and encouragement if they wish, to make positive changes to their lives.

Core Values

The CEO will actively model and embed organisational values:

- Respect each person, their social, racial and religious beliefs and treat them with dignity
- We value each person as unique and loved by God
- We value, share with and support people unconditionally

3. Key Responsibilities

Strategic Leadership

- Develop and implement the organisation’s strategic direction in partnership with the Board
- Identify growth opportunities and emerging community needs
- Translate vision, mission, and values into actionable initiatives
- Drive innovation and continuous improvement across programs

Operational Management

- Oversee all organisational operations to ensure efficiency and effectiveness
- Ensure delivery of high-quality programs aligned with the “friendship model”
- Monitor performance against organisational goals and key metrics
- Lead organisational planning, execution, and review processes

Pastoral and Cultural Leadership

- Provide pastoral care, guidance, and support to staff, volunteers, and participants
- Foster a positive, mission-driven organisational culture
- Model and uphold Christian values in leadership and decision-making
- Promote unity, wellbeing, and engagement across teams

Financial Sustainability & Growth

- Lead fundraising, donor engagement, and revenue generation initiatives
- Secure and manage funding contracts, grants, and partnerships
- Ensure sound financial management and long-term sustainability
- Oversee financial planning, budgeting, investments and reporting

Stakeholder Engagement & Advocacy

- Represent Open House to churches, community organisations, government, and partners
- Build and maintain strong relationships with stakeholders
- Promote the organisation’s mission, impact, and programs
- Oversee communication strategies, including media and public relations

Governance & Board Support

- Provide accurate, timely, and relevant information to the Board
- Support the Board in fulfilling governance and strategic responsibilities
- Ensure appropriate risk management, compliance, and accountability frameworks
- Lead preparation of annual reports and key organisational documentation

People Leadership

- Recruit, develop, and retain high-quality staff and volunteers (currently 12 FTE & >50 Volunteers)
- Provide leadership, mentoring, and performance management
- Support staff and volunteer wellbeing, including workload and life balance
- Foster capability development through training and growth opportunities

Organisational Systems & Compliance

- Ensure policies, procedures, and systems are documented and implemented
- Maintain compliance with legal, safety, and regulatory requirements
- Monitor risk and implement appropriate mitigation strategies

Facilities & Resources

- Oversee maintenance and development of organisational facilities
- Ensure resources and infrastructure support effective program delivery
- Plan for long-term asset development and sustainability

4. Key Accountabilities & Performance Outcomes

The CEO is accountable for delivering outcomes across the following areas:

1. Program Impact – Measurable improvements in participant growth and outcomes
2. Financial & Community Support – Increased funding, partnerships, and volunteer engagement
3. Organisational Effectiveness – Strong systems, governance, and compliance
4. People & Culture – High-performing, engaged, and supported workforce
5. Facilities & Resources – Well-maintained and fit-for-purpose infrastructure
6. Governance Support – Effective Board operations and strategic contribution

5. Key Selection Criteria

Essential

- Demonstrated senior leadership experience, preferably in the not-for-profit / community services sector
- Strong strategic thinking and organisational management capability
- Sound financial management capability, including budget oversight and reporting to the Board
- Proven ability to lead and inspire teams
- Excellent communication and stakeholder engagement skills
- Experience in fundraising, managing government grants and contracts, partnerships, or revenue generation
- Ability to translate vision into operational outcomes
- Commitment to the mission, values, and Christian ethos of Open House
- Working knowledge of child safety legislation and safeguarding obligations

Personal Attributes

- Authentic faith and alignment with organisational values
- Compassion and commitment to disadvantaged communities
- High integrity and accountability
- Collaborative and relational leadership style
- Resilience and adaptability

6. Qualifications & Requirements

- Relevant tertiary qualifications
- Successful Police Check
- Valid Working with Children Check

7. Success Profile

The successful CEO will be:

- **A visionary leader** who drives growth and impact
- **A relational leader** who builds strong teams and partnerships
- **A strategic thinker** with operational discipline
- **A values-driven individual** who embodies the organisation's mission