

Position Description – Chief Executive Officer (CEO)

Position Details

Position Title:	Chief Executive Officer (CEO)		July 2026
Reports To:	The Board	Location:	Canberra, ACT
Key Relationships:	• Carers and Families • Commonwealth and ACT Government Ministers and Agencies • Peak Bodies, Partner Organisations and Service Providers • Carers Australia Network, • CEOs and Senior Leaders across Community, Disability and Health Sectors	Direct Reports:	• CFO • CPO • CSO • CSEO

Role Purpose

The CEO ensures Carers ACT delivers meaningful outcomes for carers through strategic organisational leadership, sustainable financial performance and trusted partnerships. Working with the Board, the CEO provides strategic direction, leads organisational performance and culture, and represents Carers ACT as a respected and influential voice for carers across government, the sector and the community.

The CEO provides leadership to ensure safe, high-quality, person-centred services that promotes the wellbeing, dignity and quality of life of those receiving care.

KEY AREA OF RESPONSIBILITY

GOVERNANCE, COMPLIANCE & RISK

- Provides the Board with timely, accurate advice and analysis to support effective governance and decision-making.
- Ensures robust governance, compliance, clinical governance and risk management frameworks operate effectively across the organisation.
- Maintains accreditation, contractual and legislative compliance through appropriate systems, controls and resourcing.
- Escalates significant organisational risks to the Board Chair and Deputy Chair promptly and appropriately.

STRATEGIC RELATIONSHIPS

- Builds and maintains trusted executive relationships with government, Ministers, sector leaders, partners and key stakeholders.
- Identifies and develops strategic partnerships that strengthen organisational sustainability and growth.
- Leverages external relationships to identify emerging risks, opportunities, and policy developments.
- Fosters strong stakeholder relationships across the organisation.

STRATEGY

- Leads the development and implementation of the organisation's strategic direction in partnership with the Board.
- Anticipates changes in the operating environment and positions the organisation to respond proactively.
- Aligns organisational resources, priorities, and capability to deliver strategic objectives.
- Engages and empowers the leadership team and staff to achieve organisational priorities.

QUALITY, SAFETY & CLINICAL GOVERNANCE

- Champions a culture where the safety, wellbeing and experience of carers are central to care delivery.
- Ensures effective clinical governance, quality and safeguarding systems underpin all services.
- Monitors service quality, client outcomes and organisational performance to drive continuous improvement.

INFLUENCE & REPUTATION

- Serves as the primary external representative and trusted voice of the organisation.
- Promotes the interests of carers through evidence-informed advocacy and policy influence.
- Protects and enhances the organisation's reputation, credibility and standing within the community.
- Ensures organisational decisions and advocacy align with the vision, purpose and values.

FINANCIAL PERFORMANCE

- Leads the organisation's financial sustainability through effective planning, budgeting, and performance oversight.
- Works with the CFO to maintain sound financial management, cash flow, and long-term organisational viability.
- Oversee investment decisions, business performance, and continuous improvement of organisational effectiveness.
- Provides the Board with clear financial reporting, analysis and advice to support informed decision-making.

BUSINESS DEVELOPMENT

- Identifies and evaluates opportunities that support strategic growth, diversification, and long-term sustainability.
- Oversee the development of robust business cases and investment decisions.
- Ensures new initiatives are successfully implemented while maintaining service quality and organisational performance.
- Identifies and generates opportunities for new and diversified income streams.

PEOPLE & CULTURE

- Creates a value-driven, high-performing and accountable organisational culture.
- Builds organisational capability through effective leadership, workforce planning and succession planning.
- Ensures organisational structure, talent and capability align with strategic priorities.
- Supports leadership performance and addresses significant organisational performance risks appropriately.

ESSENTIAL REQUIREMENTS

- Relevant tertiary qualifications.
- Demonstrated experience in a senior executive leadership role with responsibility for organisational performance, service delivery, people and financial management.
- Experience leading government-funded services within the community, health or disability not-for-profit sectors.
- Proven experience working effectively with a Board or governing body.
- Demonstrated financial and commercial acumen, including oversight of organisational sustainability and risk.
- Experience leading organisational strategy, culture, change, digital transformation and innovation.
- Outstanding stakeholder engagement, advocacy and communication skills.
- Current National Police Check and Working with Vulnerable People registration (or ability to obtain).

I acknowledge that I have received, read, and understood my Position Description. I am aware of the expectations and responsibilities related to my role.

Employee Name (print):

Employee Signature:

Date: