

Position Title	Corporate Services Director
Date	TBC
Reports to	CEO
Manages	HR and Business Lead Marketing and Fundraising Coordinator
Employment Type	Ongoing, full time (negotiable). Onsite presence required at least 3 days per week at locations including Emerge's head office, refuge, and CAP properties as required.
SCHADS Award	Level 8.3
Contract Length	Ongoing
Annual Salary	As per SCHADS Level 8.3

ORGANISATIONAL CONTEXT

Emerge Women and Children's Support Network is a Melbourne-based specialist family violence service dedicated to empowering and safeguarding families affected by violence. We offer refuge, transitional housing, holistic case management, advocacy, and therapeutic support using evidence-based approaches. Our skilled staff specialise in addressing trauma and supporting children through innovative therapeutic methods.

PURPOSE AND VISION

Emerge uncompromisingly provides support to people who have experienced family violence toward safety, autonomy, and healing and to rebuild their lives. Emerge drives innovative practice that disrupts cycles of family violence for affected people across Victoria.

VALUES

The values that guide all areas of work at Emerge are collaboration, respect, courage, creativity, inclusivity, impact, and kindness.

SERVICES OFFERED

Emerge offers a diverse range of accommodation and support to women and women with children experiencing family/domestic violence including:

- **CRISIS SUPPORT AND ACCOMMODATION** at a safe, secure refuge and in crisis housing.
- **CASE MANAGEMENT** for victim-survivors providing strength based intensive support, including risk assessment, safety planning, referrals, and advocacy.
- **TRANSITIONAL HOUSING** providing accommodation after refuge.
- **SPECIALISED OUTREACH**, including safety planning and support with specialised case managers who work with children.
- **THERAPEUTIC SUPPORT** to assist recovery from trauma, including arts therapy, play therapy, infant wellbeing, and dyadic therapy.

1. SCOPE OF POSITION

The Corporate Services Director is a senior leadership role responsible for Emerge's operational excellence, compliance, organisational risk management and reporting. The position leads core operational functions including finance oversight, external HR, facilities management, audit and compliance, risk management, governance and business operations, and drives a culture of continuous improvement and learning across Emerge. The role works closely with the CEO and Board to strengthen Emerge's operational capabilities as the organisation continues to grow and evolve.

Working closely with the CEO as part of the Executive team, the Corporate Services Director is accountable for ensuring that Emerge meets its regulatory, audit, safety and governance obligations, and that the Board is supported with timely, accurate and useful reporting. The Corporate Services Director does not manage refuge or service delivery staff (those functions sit with the Service Delivery Director) but is responsible for consolidating operational, risk, compliance and performance reporting from across the organisation, including from service delivery, for the Board.

The Corporate Services Director manages the HR and Business Lead and the Marketing and Fundraising Coordinator, and provides senior management to Emerge's finance function through the HR and Business Lead and Finance and Compliance Manager. The role acts as the executive point of accountability for matters escalated from Peninsula HR (Emerge's external HR provider) and the internal operations team. This is a visible leadership role. Emerge operates in a complex regulatory environment with increasing compliance expectations, and the Corporate Services Director is expected to be on site at least 3 days a week, to be available for every Board and Committee meeting, and to be available and active across the organisation.

2. KEY SKILLS

Strategic and Executive Leadership

- Proven ability to lead the operational function of a community services or not-for-profit organisation, aligning operational strategy with organisational purpose.
- Strong understanding of the family violence and social services sector, and ability to respond to rising regulatory and funder expectations.
- Delivery of organisational strategic planning and outcomes measurement

Governance, Board Reporting and Accountability

- Demonstrated experience producing and presenting high-quality executive reporting to a Board on operations, risk, compliance, audit and performance.
- Ability to develop and improve reporting products, including an Audit and Compliance Dashboard, that give the CEO and Board clear sight of operational performance.

Business Excellence and Financial Stewardship

- High-level competence in financial stewardship and budgeting, and the ability to supervise finance staff to ensure rigorous budget management, grant acquittal, and long-term fiscal sustainability.

- Experience providing executive oversight of external business service provider arrangements, including external HR (Peninsula HR) and audit providers, and of marketing and communications functions.

Internal Audit, Quality and Compliance

- Expertise in quality assurance including leading internal and external auditing processes to ensure service delivery meets or exceeds sector standards and fulfills all regulatory and reporting obligations.
- Strong understanding of the compliance requirements relevant to specialist family violence and community services, including Social Services Regulator requirements, Child Safety Standards, Victim Charter Standards, OHS, and Equal Opportunity requirements.

Operational Leadership and Risk Management

- High-level competence in organisational risk identification, assessment and mitigation; experience leading safety culture and OHS compliance across an organisation; and a leadership style that builds strong working relationships with Board, funders and regulators.

Professional Attributes

- Strong written and verbal communicator, able to interact professionally at all levels and with external stakeholders.
- Discreet and reliable handler of confidential and sensitive information.
- Collaborative team player and problem-solver who builds positive working relationships.
- Data-driven and insightful, able to analyse information and generate insights that inform decision-making.
- Good understanding of, or willingness to develop, knowledge of the family violence sector and best practice.

3. RESPONSIBILITIES, FUNCTIONS AND TASKS

Key Areas	Key Responsibilities, Functions and Tasks
Executive Leadership and Strategic Input	• Lead Emerge's transition to Peninsula HR platform, ensuring effective implementation, organisational readiness, compliance and successful integration of the new HR support system across the organisation. • Provide authoritative and expert advice to the CEO and Board, making evidence-informed recommendations that influence planning and decision-making. • Deliver strategic priorities as set by the CEO and Board, identifying emerging risks and opportunities to support Emerge's strategic vision and purpose. • Manage progress against strategic milestones and oversee organisational reporting against agreed KPIs. • Model the highest standards of ethical and professional behaviour, fostering an organisational culture of integrity, transparency and collaboration.

	• Act up in the CEO role as required, with delegated authority during periods of CEO absence, subject to Board-approved delegations. • Consolidate operational, risk, compliance and performance reporting from across the organisation (including from the Service Delivery Director) into reporting for the Board. • Shadow, support and step in for the CEO in key external stakeholder, government, funder, media and peak body engagements to build sector profile and relationships. • Participate in Board governance and strategic planning • Build capability aligned to Emerge's future strategic pathways as determined by the Board.
Board Reporting and Governance	• Be available for Board and Committee meetings as a standing member of the Executive team. • Lead reporting to the Board and relevant Committees, providing consistent data and transparency on operational performance, risk, compliance and audit. • Produce, develop and continuously improve executive reporting products, including an Audit and Compliance Dashboard that gives the CEO and Board a clear, current view of operational health. • Lead Emerge's internal Committees, including coordinating and preparing all Committee meeting papers and attending all Committee meetings, providing executive support, reporting and organisational oversight. • Ensure reporting from internal Committees is accurately prepared for Board submission. • Lead organisational cultural monitoring through Pulse Checks and workforce engagement initiatives.
Operational Excellence	• Lead continuous improvement of systems, processes and ways of working across the organisation so that Emerge operates efficiently and effectively in a complex regulatory environment. • Maintain a visible on-site leadership presence (3 to 4 days per week) to support staff, respond to issues promptly, and maintain clear lines of accountability. • Oversee data security, IT infrastructure and database management at an executive level. • Coordinate and deliver an organisation wide and team specific training schedule to ensure that Emerge Staff are well supported and qualified to meet the needs of our clients and comply with our regulatory and compliance obligations. • Work with the Service Delivery Director to ensure operational, compliance and reporting data from their teams flows to the Board through the Corporate Services Director, without duplicating their frontline accountabilities. • Provide ultimate accountability for organisational facilities management, ensuring Emerge's sites including Exley, refuge,

	CAP properties and vehicles are safe, compliant, well-maintained and effectively managed to support service delivery outcomes.
Business Excellence	• Provide senior management and strategic oversight of Emerge's finance function, including budget development, quarterly forecasting, management of projected variances, and oversight of grant acquittals and financial reporting. • Act as executive escalation point for complex, sensitive or high-risk workforce and employment matters, including complaints, performance issues and matters with potential legal exposure, ensuring Peninsula HR are engaged appropriately and decisions are made at the correct level of authority. • Provide strategic direction on workforce matters and support the HR and Business Lead in managing the relationship with Peninsula HR. Oversee resolution of complex workforce issues, including performance management and complaints management, and ensure recruitment aligns with Emerge's strategic priorities. • Hold strategic accountability for the Peninsula HR relationship, including monitoring service effectiveness, value for money, and alignment with Emerge's workforce needs and sector obligations; escalate performance concerns to the CEO as required. • Supervise Marketing and Communications staff to ensure Emerge's external messaging is high-quality, evidence-based, and supports strategic advocacy goals. • Ensure Emerge has appropriate policies and processes for staff supervision, training and professional development. • Lead operational policy and procedure development to ensure compliance with relevant laws, standards and regulatory requirements. • Ensure Emerge staff are trained supported to understand and implement policy and procedure.
Compliance and Auditing	• Ensure Emerge is positioned to comply with Social Services Regulator requirements. • Lead the delivery of organisation-wide annual auditing, with support from the Operations team as required. • Lead the delivery of organisation-wide external auditing (OHS and fire).
Quality, People, Risk and Safety	• Lead compliance activities for all organisational requirements including Child Safety Standards, Case Management Program Requirements, Victim Charter Standards, Equal Opportunity and discrimination laws, OHS laws and standards, and service delivery standards set by Emerge. • Working with Peninsula HR, ensure Emerge's HR policies, practices and employment documentation remain current, compliant with the Fair Work Act, SCHADS Award, and applicable Victorian legislation, and fit for a specialist family violence service operating under MARAM and the Code of Practice.

	- Working with Peninsula HR, oversee the integrity of Emerge's recruitment and onboarding processes, ensuring they reflect Emerge's values, meet legislative requirements (including WWCC and police check obligations), and support workforce capability over time. - Monitor workforce indicators, including turnover, absenteeism, incident rates, and engagement data, and ensure these are reflected in operational reporting to the CEO and Board. - Own and maintain the Audit and Compliance Dashboard, ensuring compliance status is visible, current and acted upon. - Provide executive oversight of Emerge's risk reporting processes, including identification and mitigation strategies, and deliver risk reports to the Board, with support from the HR and Business Lead.
Safety and Incident Management	- Lead Emerge's incident reporting processes and drive continuous improvement. - Working with Peninsula HR, ensure excellence in OHS and incident reporting, management and prevention. - Drive a strong safety culture and positive safety mindset across the organisation. - Ensure oversight of safety assurance processes including risk assessments, hazard identification and control measures.
Other Responsibilities	- Participate in the Supervisor-On-Call after hours roster. - Represent Emerge at meetings with other stakeholders, forums and meetings.

4. QUALIFICATIONS AND EXPERIENCE

Mandatory:

- Tertiary qualification in business, commerce, law, social work, human services or a related field, or equivalent senior leadership experience.
- Experience overseeing financial management at a whole-of-organisation level, including budgeting, forecasting and grant acquittal.
- Experience in quality, risk, compliance or audit functions within a regulated human services environment.
- Current Victorian Driver Licence.
- Current Working with Children Check.
- Recent police check.

Desirable:

- Direct experience in the family violence, family services, or a comparable regulated human services sector.
- Substantial experience leading the operational, financial, risk or governance function of a not-for-profit or community services organisation.

Note: This position description is indicative and may change as the needs of the business change. The position description describes the general nature and level of work being performed and is not intended to be

an exhaustive list of all responsibilities, duties or skills required. Employees will be required to follow other job-related instructions and to perform other job-related duties requested by their supervisor. This role requires a level of physical and mental fitness to carry out the inherent requirements of the role, including the psychological and emotional robustness required to work in the family violence sector.

5. APPROVED	
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