

Position Description

Title	Chief Executive Officer	Location	Cooma
Reports to	Chair, Committee of Management, MFSS	Employment type	Permanent Full-Time (Flexibility Available)
Direct reports	MFSS Leadership Team and indirectly MFSS staff	Approved by	MFSS Committee of Management (CoM)
Date	July 2026	Review date	July 2026

Monaro Family Support Service is a highly regarded community-based non-government organisation which has been providing support for families and developing community capacity, across the Snowy Monaro LGA since 1979. The service receives funding from Federal, and State Government and other sources, to deliver a range of programs including counselling, casework, information and referral, community education and group programs.

People belong to stronger families and are connected to thriving and resilient Snowy Monaro communities.

Our Purpose

Monaro Family Support Service work together with individuals, children, young people and families in our Snowy Monaro communities to support their journey with life's challenges for positive growth and change.

Our Values

WELCOMING | Our Place is Your Place

RESPECTFUL | We Honour Your Story

RESPONSIBLE | We Do Our Best

ADAPTABLE | We're Open To Growth

Position Summary

The Chief Executive Officer (CEO) sets and implements the strategic vision of the Service set by the Committee of Management (CoM) to ensure individuals, children, young people, and families gain access to the diverse range of support options provided.

The CEO is required to build the direction and profile of the Service through the creative design and direction of programs, effective team and operational leadership, and through representing the Service across all stakeholder groups.

Key Responsibilities

Strategic Leadership and Sustainability

- Lead the implementation, monitoring and continuous review of the MFSS Strategic Plan, working closely with the CoM to identify emerging opportunities, challenges and innovative approaches that strengthen organisational impact, sustainability and responsiveness to community needs.
- Drive organisational growth and long-term sustainability by identifying and pursuing funding, partnership, business development and service expansion opportunities that align with the vision, values and strategic priorities of MFSS.

Governance and Risk Management

- Support the CoM to fulfil its governance responsibilities through the provision of high-quality advice, strategic insights, performance reporting and recommendations that enable informed decision-making and organisational accountability.
- Ensure effective risk management, compliance and quality assurance systems are in place and maintained, safeguarding the organisation's financial, operational, legal and reputational integrity while meeting all contractual and legislative obligations.

Stakeholder Engagement, Advocacy and Partnerships

- Act as the principal ambassador for MFSS, building and maintaining strong relationships with government agencies, funding bodies, community organisations, philanthropic partners, donors, peak bodies and other key stakeholders to enhance collaboration and support organisational objectives.
- Lead community engagement, advocacy and communications activities that raise awareness of MFSS services, promote the needs and aspirations of families and communities across the Snowy Monaro region, and strengthen the organisation's reputation and influence.

Organisational Culture and People Leadership

- Foster a values-driven, inclusive and high-performing organisational culture that reflects the purpose and principles of MFSS and promotes trust, collaboration, accountability, wellbeing and continuous improvement.
- Provide leadership and oversight of workforce planning, recruitment, performance development, professional learning and employee engagement to ensure staff are supported, capable and empowered to deliver high-quality services.

Program Leadership and Community Impact

- Provide oversight of all programs and services to ensure they are accessible, responsive, evidence-informed and aligned with community needs, organisational priorities and best-practice service delivery principles.
- Ensure all programs meet contractual requirements, performance targets and quality standards, while utilising evaluation, client feedback and outcome data to drive continuous improvement and demonstrate community impact.

Operational and Financial Management

- Ensure the effective and efficient operation of MFSS through sound financial stewardship, resource management, business planning and oversight of organisational systems, policies and processes.
- Work collaboratively with senior leaders to maintain robust organisational infrastructure, including finance, human resources, information technology, governance, administration and service delivery systems that support safe, compliant and sustainable operations.

POSITION DESCRIPTION: CHIEF EXECUTIVE OFFICER

Organisational Relationships

- Reports to the Chair
- Leads the MFSS Leadership Team
- Works with and provides direction to the broader MFSS team
- Manages external relationships with the CoM, Clients, Funding Providers, Schools, health and other agencies Government representatives decision-makers, elected members and Communities

Role Specific Capabilities

This following work experience and knowledge is required:

- Demonstrated senior leadership experience in community services, human services, health, not-for-profit management or a related sector, including leading multidisciplinary teams, building positive workplace cultures and driving organisational performance.
- Proven experience in strategic and operational planning, organisational development, financial management, resource allocation, and overseeing programs funded through multiple government and non-government sources.
- Experience working with Boards and supporting effective governance, risk management, compliance and organisational accountability.
- Demonstrated experience securing and managing funding opportunities, including grants, government contracts, philanthropic contributions and other income diversification initiatives.
- Experience overseeing the delivery of community programs and services, including ensuring contractual obligations, reporting requirements and legislative responsibilities are met.
- Demonstrated experience using evaluation, outcomes measurement and continuous improvement approaches to assess program effectiveness and inform service development.
- Knowledge of funding diversification including fundraising and donations (Desirable)
- Experience in the fee-for-service environment (Desirable)

This position requires skills in the following areas:

- Exceptional leadership skills with the ability to foster a strong, collaborative and values-driven culture, develop individual and team capability, and create high-performing and engaged teams.
- Highly developed interpersonal, stakeholder engagement and relationship management skills, with the ability to build productive partnerships across government, community, philanthropic and sector stakeholders.
- Strong communication, advocacy and representation skills, including the ability to engage diverse audiences and raise the profile of the organisation within the community and service sector.
- High-level written communication and computer literacy skills, including the preparation of Board reports, funding submissions, strategic documents and stakeholder communications.
- Ability to think strategically and creatively, identify emerging opportunities, respond to community needs and drive innovation and organisational sustainability.
- Strong analytical, problem-solving and decision-making skills, with the ability to balance operational priorities with long-term strategic objectives.

This position requires competencies in the following areas:

- Energy, drive, initiative, determination and a track record in self-motivated achievements.
- Capacity to work under pressure and to reconcile competing demands

POSITION DESCRIPTION: CHIEF EXECUTIVE OFFICER

Qualifications

The following qualifications are required for this position:

- Relevant tertiary qualifications in Community Services, Human Services, Social Work, Psychology, Health, Business, Management, Not-for-Profit Management or a related discipline, and/or equivalent senior leadership experience.
- Current NSW Driver Licence
- Current NSW Working with Children Check.

Authorities List

This position has the following authority approval:

- Lead and manage MFSS within the strategic direction, governance framework and delegations approved by the Committee of Management (CoM).
- Make organisational, financial and operational decisions within CoM approved budgets, policies, funding obligations and delegations.

Other Information

- This position requires occasional travel and after-hours attendance at the Service or other locations for specific planned events.
- From time to time this position may be assigned additional tasks within skill level, competency and experience, to meet short-term operational needs.
- This position falls under the Social and Community Services (NSW) Award, and is currently classified as a Level 8 role.
- MFSS offers a flexible working policy which enables you to maintain a healthy work/life/family balance.

All MFSS staff are required to work with clients and the community in a consistently respectful, professional, and confidential manner; from a family-centred, strengths-based, and developmentally informed perspective and in accordance with MFSS policies and procedures and all relevant legislation, codes and standards.