St Vincent de Paul Society
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POSITION DESCRIPTION

Director Special Works

Department:	Special Works
Reports to:	Chief Executive Officer
Direct reports:	9
Classification:	Executive
Employment type:	Full-time
Employment status:	5 Years Fixed Term

Our Organisation

The St Vincent de Paul Society Canberra/Goulburn (the Society) has been serving the local community since 1924. We are a charity based, not-for-profit organisation supporting people experiencing poverty, homelessness and social exclusion. We achieve this by providing practical assistance, advocacy, housing and homelessness services, community connections and social support to create pathways to stability and opportunity.

We are committed to treating every person with dignity, respect and compassion and to building a more just, inclusive and compassionate society.

Our impact is delivered through our members, volunteers and employees, who work together across the ACT and surrounding regions to support individuals, families and communities experiencing hardship.

Values

Our own actions and behaviours in performing our duties are guided by the Society's Code of Conduct and organisational values of Courage, Respect, Compassion, Advocacy, Integrity, Empathy and Commitment.

Position Primary Purpose

The Director Special Works is responsible for the strategic leadership, impact and sustainability of the Society's homelessness, housing and community inclusion portfolio. As a member of the Executive Leadership Team, the Director provides leadership across a diverse portfolio of programs, stakeholders and partnerships and is accountable for service quality, governance, and financial stability.

The role works collaboratively with government, sector partners, members, volunteers, employees and people with lived experience to strengthen community outcomes and influence system change.

Key Accountabilities

Under the broad direction of the Chief Executive Officer (CEO), the Director Special Works will be responsible for:

- Strategic, executive and people leadership across the Special Works Directorate, developing high-performing managers and teams while contributing to organisation-wide strategy, culture and values as a member of the Executive Leadership Team.
- Contributing actively to Executive Leadership Team decision-making, organisational strategy, change initiatives and values-based leadership across the Society.
- Service development, portfolio planning, service redesign and continuous improvement to deliver responsive, sustainable and high-impact services.
- Building and maintaining strategic partnerships with government, sector, philanthropic, corporate and community stakeholders to strengthen outcomes, advocacy and systems change.
- Funding, commissioning, tender, business case and growth opportunities that support portfolio sustainability and strategic development.
- Measurement, reporting and use of social impact, outcomes, data, evaluation and lived experience to inform decision-making and service improvement.
- Strong governance, quality assurance, safeguarding, compliance, accreditation, risk management and reporting across the portfolio.
- Sound financial stewardship through effective budgeting, forecasting, performance monitoring and resource allocation.
- Leading, coaching and developing managers and senior leaders, fostering a culture of accountability, collaboration, inclusion, wellbeing, safety and continuous learning.

Portfolio leadership and areas of focus

Strategy, commissioning and portfolio development

- Lead the Society's approach to Government commissioning, funding strategy, business cases, tenders, submissions, program design and partnership development.
- Shape a sustainable and contemporary service portfolio that responds to community need, government reform, funding opportunities and the Society's strategic priorities.
- Identify opportunities for service growth, redesign, consolidation or transition, ensuring decisions are informed by evidence, lived experience, financial sustainability and organisational capacity.

Homelessness, housing and crisis response

- Provide strategic oversight of the Society's homelessness, housing and crisis response services, ensuring they are safe, accessible, trauma-informed, financially sustainable and responsive to the needs of people experiencing homelessness or housing insecurity.
- Work through managers and senior leaders to strengthen service pathways, improve access and coordination, meet contractual and reporting requirements and deliver measurable outcomes for clients, companions and communities.
- Position the Society as an active contributor to homelessness and housing system reform by using service evidence, lived experience, sector relationships and advocacy to influence better responses across government, housing providers and community partners.

Community inclusion, outreach and place-based supports

- Provide strategic oversight of community inclusion, outreach and place-based programs,
- Strengthen these programs as an integrated community inclusion portfolio that reduces isolation, responds to hardship, builds connection and creates pathways to participation, stability and opportunity.
- Use community needs analysis, service data, lived experience and local partnerships to inform the development, improvement, redesign or transition of outreach, inclusion and place-based services.

Service quality, impact and continuous improvement

- Embed a consistent approach to quality, safeguarding, risk, compliance, accreditation, contract performance and practice governance across the portfolio.
- Strengthen the use of data, outcomes measurement, evaluation, lived experience and evidence to understand social impact, identify service gaps and inform executive, Board and funder reporting.
- Lead continuous improvement and service redesign so programs remain effective, integrated, financially sustainable and able to adapt to changing community need, funding settings and system reform.

Performance Indicators

Your contribution to the Society will be measured by your ability to:

- Provide strategic and people leadership across the Special Works Directorate, building high-performing, collaborative and values-led teams while ensuring alignment with the Society's mission, Strategic Plan and organisational priorities.
- Deliver contemporary, effective and financially sustainable services that improve outcomes for people experiencing poverty, homelessness, housing insecurity and social exclusion, within approved resources, funding requirements and organisational plans.
- Drive service improvement, innovation and growth, using data, evidence, lived experience and sector good practice to strengthen impact, simplify service pathways and respond to emerging community needs.
- Secure and support sustainable funding and strategic growth opportunities through effective commissioning, tenders, business cases, partnerships and investment initiatives.
- Build and maintain strong stakeholder relationships with employees, members, volunteers, companions, clients, government, funders, donors, sponsors, sector partners and community stakeholders to strengthen influence, collaboration and outcomes.
- Strengthen the Society's reputation, advocacy and community engagement, acting as a credible and effective representative of the Society and contributing to public awareness, fundraising, partnerships and systems change.
- Ensure strong governance, financial stewardship, safeguarding, risk management, wellbeing and safety, compliance and organisational performance, while providing timely and evidence-informed advice to the CEO, Executive Leadership Team, Board, Territory Council and relevant committees.
- Model ethical, values-based and accountable leadership by acting consistently with the Society's mission, Code of Conduct, policies, WHS obligations and commitment to personal and professional development.

Capabilities, Knowledge and Experience

The successful applicant will demonstrate:

- Relevant tertiary qualifications in community services, social policy, housing, public administration, business, management or a related discipline, or equivalent senior executive experience.
- Significant senior leadership experience within community services, housing, homelessness, human services or a related sector, including responsibility for complex service portfolios, organisational transformation and service reform.
- Proven ability to provide strategic leadership, navigate complexity and lead organisational change in dynamic policy, funding and service delivery environments.
- Strong governance, financial management and risk oversight capability, with experience in strategic planning, performance management and resource stewardship.
- Demonstrated success in securing funding, developing business cases, establishing strategic partnerships and identifying opportunities for growth, innovation and sustainability.
- Highly developed stakeholder engagement, negotiation and influencing skills, with the ability to build trusted relationships and achieve outcomes across government, community, philanthropic, corporate and sector stakeholders.
- Strong communication, advocacy and representational skills, with the ability to engage effectively with executive leaders, boards, government agencies, funders, partners and community stakeholders.
- Demonstrated ability to use evidence, evaluation, lived experience, data and outcomes measurement to inform strategy, improve services and strengthen organisational performance.
- Strong digital capability, including the effective use of information technology, data systems and digital platforms to support service delivery, decision-making, reporting and continuous improvement.
- Demonstrated commitment to social justice, inclusion and improving outcomes for people experiencing poverty, homelessness, housing insecurity and disadvantage.

Desirable

- Knowledge of homelessness, housing and community service systems within the ACT and NSW.
- Experience in commissioning, service design, impact measurement, systems leadership, collective impact or place-based approaches.
- Understanding of the mission, values and operating context of a faith-based community organisation.
- Experience working with volunteers, members, communities and community-led service models.

Eligibility

To be eligible for employment at the Society applicants:

- must hold working rights in Australia;
- if offered employment will be required to undergo a police record check and to successfully obtain or hold a Working with Vulnerable People Card (WWVP). To undertake these checks individuals must be willing to disclose all relevant and required information.

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Work Environment Checklist – Director Special Works

The Society is committed to providing safe work environments for all workers, clients, and visitors. Risks to health and safety will be eliminated and controlled so far as reasonably practicable, and adequate training and PPE supplied for workers exposed to residual risks.

The purpose of this checklist, completed by the position's supervisor, is to advise applicants of hazards inherently associated with the role.

To protect workers and the Society, some positions may be subject to confidential pre-employment medical assessments to identify applicant's suitability for the role and any required reasonable adjustments.

Frequency Definitions		2	Infrequent, up to 1/3 of the role
0	Not applicable to role	3	Frequent, up to 2/3 of the role
1	Rare, incidental to role	4	Constant, over 2/3 of the role

For each of the following hazards, indicate whether position duties are expected to result in exposure:

Manual/Physical	0	1	2	3	4	**Equipment Use**	0	1	2	3	4
Prolonged sitting				X		Car/Truck				X	
Prolonged standing		X				Forklift	X				
Lifting from the ground		X				Pallet Jack	X				
Lifting above chest height		X				Computer/Keyboard					X
Lifting/carrying 15kg		X				Kitchen appliances		X			
Reaching/stretching arms		X				**Environmental**	0	1	2	3	4
Repetitive arm/shoulder work		X				Low lighting		X			
Bending/leaning forward		X				Strong lighting		X			
Turning/twisting		X				Prolonged Noise	X				
Kneeling or squatting	X					Dusty environments	X				
Pushing/pulling		X				Vibration	X				
Fine motor skills/manipulation		X				Uncontrolled temperatures	X				
Use of ladders/stairs	X					Work outside – no shelter		X			
Trip hazards, uneven flooring	X					Work in client homes	X				
Other	0	1	2	3	4	**Chemical/Biohazard**	0	1	2	3	4
Work in isolation		X				Infectious Waste	X				
Remote work			X			Flammable Substances	X				
Psychosocial demands			X			Fumes/aerosols	X				
Critical incident response			X			Hazardous substances	X				

Additional Potential Hazards:

Supervisor Name: Chief Executive Officer	**Date: 13/08/2026**