



St John's Crisis Centre

"A hand up"

POSITION DESCRIPTION

General Manager

St John's Crisis Centre

Date

20 October 2026

Position Title: General Manager

Reports To: Board of Directors

Location: St John's Crisis Centre (SJCC), Surfers Paradise

Employment Type: Full-time, with flexibility to negotiate a fractional appointment of 35 hours per week for the successful candidate

Direct Reports: Operations, program and administrative staff

Liaises With: Board of Directors, Business Development Manager, funders, government and regulatory bodies, auditors/finance providers, staff and volunteers

Classification & Remuneration

Senior organisational role under the SCHADS Award.

Final classification will reflect the role's independence, organisation-wide accountability, complexity, delegated authority and direct advice to the Board.

Package: Indicatively \$140,000–\$151,000 including superannuation, negotiable with the successful candidate. Enjoy tax-free salary packaging benefits up to \$15,900 per year.

Organisation Context

St John's Crisis Centre (SJCC) and Sanctuary Coast Property (SCP) deliver crisis relief, food programs, emergency and domestic violence accommodation, and community support.

The GM leads operations, financial performance, governance, risk, compliance, people and service delivery.

Responsibility for achieving grant and funding development targets sits with the Business Development Manager. The General Manager will work closely with the BDM and will be responsible for the financial management, reporting, compliance and acquittal of grant funding once awarded.

Key Capabilities

- Senior operational leadership in a not-for-profit, community services or similarly regulated environment.
- Strong financial management, governance, risk, compliance and Board reporting capability.
- Proven people leadership and delivery of safe, high-quality services.
- Ability to redesign processes using data, AI, automation and business systems with sound privacy, security and control judgement.

- Calm, ethical and values-led judgement, with the ability to work effectively with the Board and Business Development Manager.

Key Responsibilities

1. Strategic Implementation & Operational Direction

- Translate Board strategy into clear plans, priorities, resources and measurable outcomes.
- Monitor organisational performance and advise the Board on opportunities, risks and emerging issues.
- Lead cross-functional improvement, innovation and responsible use of AI, automation and technology.

2. Financial Management & Sustainability

- • Lead budgeting, forecasting, cash-flow management and financial performance to support the financial sustainability of SJCC and SCP.
- • Provide timely, accurate and decision-ready financial reporting and advice to the Board, including analysis of material variances, financial risks and emerging issues.
- • Ensure appropriate finance capability, systems, controls and compliance arrangements are in place to support effective financial governance, meet statutory, audit and funding obligations, and identify and escalate material financial risks to the Board.
-

3. Governance, Risk & Compliance

- Provide timely, decision-ready reporting and expert advice to the Board.
- Maintain effective governance, risk, policy and compliance frameworks, including Community Housing Provider obligations.
- Implement Board decisions and promptly escalate significant risks or incidents.

4. People Leadership & Workforce Management

- Lead staff and volunteers through clear accountability, performance management, workforce planning and succession.
- Align capacity, skills and work allocation to service priorities, using AI tools to streamline processes and reduce avoidable manual effort.
- Build an ethical, collaborative and culture.

5. Property, Housing & Service Operations

Oversee property, housing and capital projects; maintain Community Housing Provider compliance; and ensure safe, high-quality delivery across emergency relief, the Drop-In Centre, DFV accommodation and community programs.

GM KPI Framework

Performance measures will be agreed annually and include:

Measure	Target
Financial management, forecasting and Board reporting	Board reports submitted by agreed deadlines. Annual budgets submitted before the commencement of each financial year. Forecasts maintained and material variances, risks and emerging issues identified, explained and appropriately actioned.
Audit, grant, regulatory and CHP compliance	Statutory, audit, grant acquittal and funding compliance obligations met by applicable deadlines. Material control weaknesses, compliance issues and audit findings identified, reported and appropriately addressed.
Program, service, property and Board action delivery	Effective delivery across operational and project work.
People leadership and performance reviews	100% annually; regular check-ins
Priority efficiency, automation and workforce initiatives	Board-approved annual plan achieved

Performance Assessment: Performance will be assessed holistically, having regard to organisational outcomes, materiality, matters within management's reasonable control, emerging risks, and the quality and timeliness of management's response.

Bonus Structure

Subject to Board approval, the role may attract an annual discretionary bonus of up to 5% of base salary, linked to financial, governance, operational, service and people outcomes. Measures will be agreed with the successful candidate.