



## Position Description

**Position Title:** Chief Executive Officer  
**Reports to:** Achieve Australia Board  
**Location:** North Ryde, Sydney  
**Capacity:** Full-time

### BACKGROUND

Achieve Australia (Achieve) is at the forefront of the disability sector as a leading service provider of accommodation, services and support to people with disability since 1952. The organisation's mission is for people with a disability to achieve a life that is meaningful and valued. Achieve champions social inclusion, focusing on the individual needs and lives of the people they work with. The organisation supports people with disability to live independently in new or existing accommodation, find fulfilling work and develop work skills; learn and participate, by promoting and fostering greater community inclusion. Achieve is an NDIS registered provider and delivers services around their offices greater Sydney and the Northern Rivers regions of New South Wales.

### ROLE PURPOSE

Achieve is at a critical time of its evolution and the CEO will write a new chapter for the organisation. The CEO is accountable to the Board and will be responsible for the effective implementation and achievement of the organisation's strategic and business plans; ensuring such plans provide financial sustainability well into the future. The CEO will be responsible for building operations and culture to underpin this growth whilst developing and sustaining critical relationships with key internal and external stakeholders. Key to success will be building and retaining a high-performance executive team that can provide outstanding disability support service to an expanding client base in the changing environment of the National Disability Insurance Scheme (NDIS).

### CEO POSITION RESPONSIBILITIES

#### 1. Strategic planning

- Provide visionary direction and leadership to all internal and external stakeholders in the implementation of Achieve's mission and objectives.
- In consultation with the Board, take responsibility for the development and implementation of business plans and policies to ensure financial and operational performance objectives are met.
- Maintain a high level of awareness of, and participate in, sector development; and implement internal processes to effectively respond to changing legislation, funding programs and external policies.
- Continue to uphold Achieve as a beneficiary-centric organisation

## **2. Operational and team management**

- Develop a beneficiary-centric culture to ensure Achieve's main priority is the needs of the individuals for whom Achieve exists to serve.
- Audit all function areas within the organisation to ensure they are run efficiently, effectively and collaboratively to enable the organisation to deliver on its mission and reach Achieve's strategic aims.
- Develop a culture of accountability and responsibility through a process of performance measures, continuous performance objectives and development review of employees, management systems and processes.
- Drive a positive, high-performance organisation in all aspects of service delivery and commercial enterprise.
- Ensure the development of a comprehensive workforce strategy to allow for growth and to meet the challenges and opportunities of the NDIS.
- Ensure Achieve complies with legislative requirements, funding and service agreements and contracts and that all departments achieve quality assurance systems, disability standards and other relevant certifications.
- Effectively manage Achieve's operational and reputational risk.
- Manage the overall operations of Achieve and monitor performance against objectives.
- Provide clear leadership and direction and act as a source of inspiration and motivation to employees, the wider team and community partners.
- Foster a collaborative, results-driven and innovative culture.

## **3. External stakeholder engagement**

- Develop and foster strong strategic relationships with a range of stakeholders across the corporate, government, philanthropic, non-profit and community sectors including families, disability groups and other identified parties.
- Continuously monitor client expectations to deliver relevant and valuable services.
- Promote and enhance Achieve's reputation and brand amongst its external stakeholders and act as spokesperson at events.
- Leverage relationship-building skills to maximise capital raising activities and drive support of funders, volunteers and donors.

#### **4. Financial Sustainability**

- Ensure the financial sustainability of Achieve and its future development and growth by generating income from diverse sources, including fee for service and fundraising activities.
- Prepare the annual operational plan and budget approved by the Board each year and implement sound, transparent budget planning, preparation, documentation and reporting.
- Ensure the effective management of the organisations financial (non-cash) assets.
- Ensure the smooth transition from block government funding to a more commercially robust fee for service model.
- Ensure policies, systems and processes are in place and which ensure Achieve's finances and assets are managed efficiently, effectively and ensure integrity.

#### **5. Risk Management and Compliance**

- Ensure compliance with all legislative and regulatory requirements of the NDIA, NDIS and other relevant authorities
- Monitor the implementation and continuation of the organisation's policies to ensure the continued development of goals and operational guidelines are consistent with the aims, objectives and philosophies and associated state regulations.
- Develop an effective risk management framework that will ensure risks are aligned with the Board's risk appetite.
- Monitor and report on Achieve's risks to assist the Board's oversight.

#### **6. Working with the Board**

- Support the Chair in ensuring the continued engagement and involvement of other Board members
- Leverage relationships with, and networks of the Board and the wider network.
- Report on the progress of the organisation on all matters relevant to the delivery of responsibilities at Board meetings, including updates on general operations, presentation of management and financial accounts and exceptions, and opportunities, trends etc.



## **SPECIALIST REQUIREMENTS**

### **Experience:**

- Successful track record in leading a large, complex, multi-faceted organisation.
- Experience in change management and leading an organisation facing significant growth
- Strong experience in managing and leading client-facing service organisations
- Operating knowledge of the NDIS and changes in funding, legislation and regulation
- Commercial expertise paired with an ability to lead a multi-faceted business with a strong Human Services focus.
- Demonstrated ability to facilitate strong working relationships between the CEO, Executive and Board of Directors.

### **Knowledge:**

- Strong appreciation of the issues that impact on individuals with disabilities, their families and society.
- An understanding of human services and the role of government, and the laws that provide for the welfare of people with disabilities.
- A solid understanding of the National Disability Insurance Scheme.

### **Skills:**

- Demonstrated high level leadership capabilities.
- Demonstrated ability to relate on a personal level to people with disabilities, and to their family, advocates, friends and other associated professionals.
- Highly developed skills in both strategic and business planning, being able to think strategically and to contribute to the business planning process to ensure the organisation achieves its vision.
- Strong capability in developing other people by creating a work environment that empowers and respects others, values diversity, promotes mutual trust and encourages co-operation and support.

### **Qualifications:**

- Tertiary qualifications in business or other relevant area.