

Position Description

Position Title:	Chief Executive Officer
Reports to:	Key Assets Australia Board
Location:	Currently Brisbane but can be negotiated
Capacity:	Full-time

BACKGROUND

Key Assets Australia (KAA) is a non-government, not-for-profit children's services agency and a member of the Key Assets Group, providing services across Australia to children, young people and their families, with a particular focus on foster care and young people with a disability. Established in Australia in 2007, KAA's purpose is to achieve positive and lasting outcomes for children, families and communities. The organisation achieves this via an innovative range of services for children and young people in out-of-home care, while partnering with statutory bodies and foster carers to understand and meet their unique needs, helping them to succeed. KAA delivers services across all states of Australia including Norfolk Island.

ROLE PURPOSE

KAA is at a critical time in 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 leading 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 and maintaining a highly productive culture to underpin this growth whilst developing and sustaining critical relationships with key internal and external stakeholders. A critical success factor will be to continue to build and retain a high-performing executive team providing best practice services to an expanding client base.

POSITION RESPONSIBILITIES

1. Leadership and Strategy

- Provide high standards of adaptive leadership across the organisation that enhances the trust, confidence and credibility that all internal and external stakeholders have in KAA.
- Provide visionary direction and leadership to all internal and external stakeholders in shaping Key Assets' high level strategic direction, vision and mission and ensuring that these are achieved through implementation of effective business plans and strategies.

- Develop a highly productive, values-based culture that promotes respect, collaboration and accountability and a commitment to consistently delivering high quality, safe and client centred services.
- Lead the identification and initiation of required change in a manner that enhances support and cooperation from others including carers, staff, and key external stakeholders and clients.
- In collaboration with the Board, develop and implement a suite of metrics to measure performance against achievement of critical strategic and operational goals and targets.
- 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. Ensure that staff, carers and stakeholders are able to access a safe and harassment-free work environment that promotes respect, care and integrity.
- Develop and implement a comprehensive Risk Management Strategy that identifies, assesses and manages critical risk, and provide regular reports to the Board.
- 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.
- With the Board and Executive Leadership Team, consistently strive to establish Key Assets as a leader in the child protection field.
- Continue to uphold KAA as a beneficiary-centric organisation.

2. Operational and team management

- Develop a beneficiary-centric culture to ensure KAA's main priority is the needs of the individuals for whom KAA exists to serve.
- Audit all functional areas within the organisation to ensure they are run efficiently, effectively and collaboratively in order for the organisation to achieve its vision, mission and strategic priorities.
- Drive a positive, high-performance organisation in all aspects of service delivery and commercial enterprise based on a commitment to quality and continuous improvement at all levels.
- Ensure KAA complies with legislative requirements, funding and service agreements and contracts and that all States and teams achieve quality assurance systems, child safety standards and other relevant certifications.
- In collaboration with the Board, identify, assess and manage all KAA's operational and reputational risk.
- 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 organisation member, corporate, government, philanthropic, non-profit and community sectors including children, families, and other identified parties.
- Proactively identify the potential to create new strategic and/or service-related partnerships and networks.
- Implement effective strategies to proactively identify, meet and monitor internal and external client and stakeholder expectations, with a view to establishing Key Assets as a leader in the provision of high quality and sustainable child protection services.
- Lead the promotion and enhancement of KAA's reputation and brand amongst its external stakeholders and operate as the 'face' of Key Assets within a diverse range of contexts and forums.
- Leverage relationship-building skills to maximise capital raising activities and drive support of funders, volunteers and donors.

4. Financial Sustainability

- Ensure that KAA continues to operate as a strong and viable not for profit business through the growth, monitoring and maintenance of secure income streams.
- In collaboration with the Financial Controller, prepare an annual operational plan and budget for approval by the Board and ensure that sound, transparent budget planning, preparation, documentation and reporting occurs at all times.
- Ensure the effective management of the organisations financial (non-cash) assets.
- Ensure that all policies, systems and processes for the efficient and effective management of KAA's finances and business operations are in place and are systematically reviewed and improved as required.

5. Working with the Board

- Ensure that the Board is provided with all relevant information, advice and support required for it to operate in an effective and efficient manner.
- Provide support and assistance to the Chair on a range of matters.
- Leverage relationships with, and networks of the Board and the wider network.
- Assist the Board in enhancing its communication and consultation with staff and other key internal and external stakeholders on a range of relevant matters.
- Ensure that a sound Board Governance Framework is established, implemented, maintained and updated as required.

SPECIALIST REQUIREMENTS

Experience

- Demonstrated successful experience in an Executive or Senior leadership role in a large, complex or multi-faceted human services organisation.
- Demonstrated experience in leading and/or actively contributing to the development, implementation and monitoring of strategic and business plans.
- Demonstrated experience in providing high standards of resilient and adaptive leadership across a medium to large organisation and/or business unit.
- Demonstrated experience in initiating and leading complex change, including motivating the support and cooperation of key stakeholders.
- Proven and strong experience in managing and leading a client-facing service organisation.

Knowledge

- Strong knowledge and understanding of the issues that impact on the safety and welfare of children, their families and society.
- An understanding of human services and the role of government, and the laws that provide for the welfare of children and families.
- Sound knowledge of Child Protection, and Foster Care, including relevant legislation and regulation.
- Demonstrated knowledge of the obligations applying to charitable and not for profit organisations and limited companies in Australia, including the Australian Charities and Not-for-Profit Commission (ACNC) and Australian Securities and Investment Commission (ASIC).
- Sound and up to date knowledge of contemporary leadership principles and practices.
- Demonstrated and sound knowledge of business and commercial principles and practices, including broad general knowledge of finance, people, governance and other critical business practices.
- Well-developed understanding of risk-management as it applies within the human services and not-for-profit/charitable sectors.
- Sound general knowledge of government operations, systems and structures as they apply to the provision of child protection services within Australia.

Skills and Abilities

- Demonstrated ability to provide visionary and inspirational leadership within a highly values-based human services environment.

- Demonstrated ability to relate on a personal level to a diverse range of children and families, 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.
- Proven ability to build and maintain positive and productive organisational culture.
- Demonstrates high levels of emotional intelligence and an ability to enhance the potential of others.
- Proven highly developed interpersonal skills that foster motivation, trust and cooperation in others.
- Exceptional verbal and written communication skills, including the ability to adapt style and approach to engage a widely diverse range of audiences.
- 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.
- Demonstrated ability to facilitate strong working relationships between the CEO, Executive and Board of Directors.

Qualifications

- Tertiary qualifications in business or other relevant area.

Personal Traits and Characteristics

- Passionate about the vision, purpose and values of KAA and the difference this makes for children, carers, families and the community more broadly.
- Persistent and resilient in the face of change or complexity.
- Always places the needs of the organisation above personal interests and/or agendas.
- Demonstrates high levels of self-awareness and understands the impact of own style and preferences on others.
- Committed to ongoing learning and development for self and others.