

Position Description

Chief Executive Officer – September 2020

Reports to:	Board
Direct Reports:	4
Location:	3 Saber St, Woollahra NSW 2025
Website:	https://jewishcare.com.au/

Business Overview

JewishCare NSW has been the major service provider for vulnerable members of the New South Wales Jewish community for over 85 years, with teams that specialise in aged care, mental health and wellbeing, disability services, and family and child support services. Their mission is to strengthen and support the resilience and independence of members of their community. The organisation currently supports over 4,000 vulnerable people in need of help and has approximately 300 staff members and over 500 volunteers. JewishCare continues to be a cornerstone of the community, with a reputation for building community resilience and being there for people in need.

Mission: Support and strengthen the resilience and independence of members of our community.

Job Summary

The CEO will have:

- A genuine commitment to the purpose and values of JewishCare
- The ability to lead and operate a large, commercial and complex for-purpose organisation like JewishCare
- A strong customer focus to create life changing experiences for clients and their families.
- Experience in creating and implementing strategy
- The presence, intellect and influence to effectively engage with all stakeholders including clients, families, government, and community partners
- A leadership style that enhances a strong team culture, creates role clarity and ensures accountability for the team
- Experience in running a multi-service organisation with a commitment to continuous improvement
- Exemplary communication skills and an appreciation for the importance of communicating effectively and managing the excellent reputation of JewishCare
- Experience in working with a capable, committed Board
- A creative, innovative approach to ensure the needs of the community are truly met

Primary Responsibilities

Mission and strategy

- Through engagement of stakeholders, maintain a high level of awareness of the needs of individuals and the community to ensure the organisation's mission is relevant and appropriate.
- Work with the Board and senior managers to develop, implement, and review strategic priorities, objectives, and plans on a regular basis.
- Ensure that services and programs are client centric and truly meet the needs of the clients, their families, and the community more broadly.
- Provide visionary leadership and management to JewishCare staff and volunteers in managing the implementation of strategic plans.
- Ensure the organisation carefully manages the resources required to delivery on its social impact imperatives.

Service design and delivery

- Lead the strategic programs the organisation undertakes to achieve the mission, ensuring strategic alignment and maximising the use of energy and investment.
- Work closely with the leadership team to ensure the creation of systems to create better client experiences.
- Ensure the appropriate policies, accreditation arrangements, standards and complaints procedures are relevant and in place for all services and programs.
- Ensure the appropriate frameworks are in place to monitor and evaluate measurable outcomes for each service and program.
- Work with other service providers both in the Jewish and wider communities to develop strategic alliances and promote collaboration.

Stakeholder engagement

- Continue to build and engage the community of stakeholders as they invest their time and money in helping to achieve the mission, including the JCA, donors, government and the community more broadly (synagogues, schools, etc).
- Continue to build the stakeholder base that supports the work of the organisation, seeking greater collaboration and engagement towards collective impact.
- Continuously monitor client expectations to deliver relevant and valuable services.
- Promote and enhance JewishCare's reputation and brand amongst its external stakeholders and act as spokesperson at events.
- Leverage relationship-building skills to drive support of funders, volunteers and donors.
- Represent JewishCare publicly as and when required, with positivity and authenticity.
- Ensure marketing / communications materials are relevant, engaging and clearly articulate the mission and service offering of JewishCare to a broad audience.

People and operations

- Provide clear leadership and direction and act as a source of inspiration and motivation to employees, the wider team and community partners.
- Develop a beneficiary-centric culture to ensure JewishCare's main priority is the needs of the individuals for whom JewishCare exists to serve.
- Audit all function areas within the organisation to ensure they are run efficiently, effectively and collaboratively.
- 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 ongoing opportunities and challenges of the NDIS and aged care funding regimes.
- Ensure JewishCare 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 JewishCare's operational and reputational risk.

Working with the Board

- Support the Chair in ensuring the continued engagement and involvement of other Board members.
- Leverage relationships with 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.
- Produce structured agendas, briefing papers, reports, and recommendations for the Board meetings and ensure effective and timely communication.

Financial

- Work with the CFO to ensure the continued financial strength and sustainability of JewishCare and its future through diversified revenue streams, including fee for service and income from the JewishCare Foundations.
- Work with the CFO to 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 organisation's financial assets.
- Ensure policies, systems and processes are in place which ensure JewishCare's finances and assets are managed efficiently, effectively and with integrity.

Risk Management and Compliance

- Ensure compliance with all legislative and regulatory requirements of the NDIS, ACNC and other relevant authorities.
- Develop an effective risk management framework that will ensure risks are aligned with the Board's risk appetite.
- Monitor and report on JewishCare's risks to assist the Board's oversight.

Experience, knowledge and skills

- Commercial success in leading a large, multi-faceted organisation in human services.
- Experience in positively managing a substantial, complex budget.
- A focus on exemplary customer experiences.
- A visionary, curious approach.
- Demonstrated experience in supporting a large, diverse community.
- Ability to oversee and engage a team of committed, passionate volunteers.
- Demonstrated ability to facilitate strong working relationships with the executive team and Board of Directors.
- Demonstrated commitment to a collaborative approach to better meet the needs of the community.
- Strong appreciation of the issues that impact on the Jewish community, individuals with disabilities, their families and society.
- An understanding of the critical role of government, and the laws that provide for the welfare of people (including those with disabilities (NDIS)).
- A commitment to continuous improvement and best practice.
- Highly developed skills in both strategic and business planning and processes to ensure the organisation achieves its mission.
- 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.
- An understanding of good governance practices.

Qualifications:

- Tertiary qualifications in business or other relevant area.