

## POSITION DESCRIPTION

<b>POSITION:</b>	CHIEF EXECUTIVE OFFICER
<b>DEPARTMENT</b>	Executive Team
<b>PROGRAM</b>	N/A
<b>LOCATION:</b>	Austral
<b>RESPONSIBLE TO:</b>	The Board
<b>RESPONSIBLE FOR:</b>	The Junction Works
<b>KEY RELATIONSHIPS:</b>	Executive Team The Board of Directors All Junction Works Staff

### Objective

The CEO of The Junction Works is ultimately responsible for ensuring the organisation delivers on its mission of 'creating new possibilities in people's lives' by providing relevant, high-quality services, underpinned by operational excellence and financial strength.

The CEO will:

- demonstrate a genuine commitment to improving the lives of vulnerable people;
- provide clear leadership to The Junction Works and its people and inspire those within the organisation to be the best they can be;
- clearly demonstrate The Junction Works' core values of respect, integrity, excellence, creativity and vitality, and ensure those values are embedded throughout the organisation;
- be the public face of The Junction Works and represent the organisation to clients, their families, and the wider community;
- work closely and co-operatively with the Board to implement the strategic goals and objectives of The Junction Works as established by the Board;
- through the senior management team, manage all operations and drive organisational performance to deliver high-quality services and ensure financial sustainability; and
- excel at developing and nurturing relationships with a broad range of stakeholders including participants and their families, regulatory bodies, and the community more broadly.

## **Key Accountabilities / Responsibilities**

The CEO's responsibilities are identified in the employment contract, this Position Description and any performance indicators as directed by the Board.

### *Lead the mission and strategy*

- 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 The Junction Works staff and volunteers in managing the implementation of strategic plans.
- Ensure the organisation carefully manages the resources required to deliver 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 which 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.

### *Stakeholder engagement*

- Regularly engage with clients, families and other stakeholders to ensure that The Junction Works delivers relevant and high-quality services.
- Promote and enhance The Junction Works' reputation and brand amongst its external stakeholders and act as spokesperson at events.
- Represent The Junction Works publicly, as and when required, with positivity and authenticity.
- Ensure marketing and communications materials are relevant, engaging and clearly articulate the mission and service offerings of The Junction Works to a broad audience.

### *People and operations*

- Provide clear leadership and direction and act as a source of inspiration and motivation to The Junction Works' people and the broader community.
- Ensure that The Junction Works' main priority is the needs of the individuals whom The Junction Works 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.
- Ensure The Junction Works and its people comply with all legislative requirements, disability standards and other relevant standards, including all requirements of the NDIS Quality and Safeguarding Commission.

#### *Working with the Board*

- Work closely and co-operatively with the Chair and the rest of the Board to implement the strategic goals and objectives of The Junction Works as established by the Board.
- 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, opportunities, and trends.
- Produce structured agendas, briefing papers, reports, and recommendations for Board meetings and ensure effective and timely communication with Board members.

#### *Financial*

- Work with the CFO to ensure the continued financial strength and sustainability of The Junction Works.
- 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 The Junction Works' finances and assets are managed efficiently, effectively and with integrity.

#### *Risk Management and Compliance*

- Ensure that all services are designed and delivered in a way that is safe and secure for The Junction Works' clients and people.
- Effectively manage The Junction Works' operational and reputational risk.
- 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 The Junction Works' risks to assist the Board's oversight.

### **Experience, knowledge and skills required**

- Exceptional leadership skills – demonstrated emotional intelligence with an adaptive leadership style, and commitment to client outcomes underpinned by performance and organisational culture.
- Experience in leading strategic growth – experience in delivering growth, a proactive approach towards opportunities, and taking calculated risks.
- Deep sector experience – extensive experience in, and knowledge of, the disability sector.
- A continuous improvement mindset – capable of inspiring others and learning from the past for better client experiences and outcomes.
- Strong communication skills – to listen and to engage with clients, develop and maintain stakeholder networks and influence organisational outcomes.
- The ability to build and nurture relationships – with clients, the Board, staff, and external and other stakeholders.
- Experience working with a Board – genuinely work collaboratively with The Junction Works Board to realise and operationalise the organisation's mission.
- Experience in positively managing a substantial, complex budget.
- 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.