

POSITION DESCRIPTION

POSITION:	Chief Services Officer
DEPARTMENT:	All services across TJW
LOCATION:	Greater Western Sydney
RESPONSIBLE TO:	Chief Executive Officer
KEY RELATIONSHIPS:	TJW Board Executive Leadership Team Senior Leadership Team Operational Managers and Program Coordinators The Junction Works Staff
DATE OF LAST REVIEW:	December 2021

ORGANISATIONAL CONTEXT:

The Junction Works is a for purpose provider that has been operating within Greater Western Sydney since 1987. With our Mission of 'creating new possibilities in people's lives', we focus on delivering creative and enriching community, youth, children's and disability services that are designed to improve the lives of some of our community's most vulnerable people.

The Junction Works service provision is underpinned by the philosophy and practice of being person-centred.

The Junction Works' main office is in Austral, but we work within homes and centres across Western and South Western Sydney

KEY OBJECTIVES:

Working with the Chief Executive Officer (CEO) and Executive Leadership team, the Chief Services Officer will have the primary purpose of delivering financially sustainable services, enhanced service quality, managed growth within a commercially orientated environment and improved customer experiences. The role will bring together the core internal services (disability, children, youth and community).

KEY OBJECTIVES AND ACCOUNTABILITIES

Key Accountabilities and Functions	Measures
<p>Use your detailed knowledge of the requirements of current models of service and revenue frameworks (e.g., NDIS, Quality & Safeguards Commission and DCJ funded programs) to ensure the best outcomes for participants and the financial viability of the organisation.</p> <p>Provide inspirational leadership across services including disability, community, children, youth, health, etc.</p>	<ul style="list-style-type: none"> • Clear goals and vision are established for all services • Growth in participant numbers • Results of audits, surveys relating to participant experience • Open and transparent communication • Feedback from all parties
<p>Work with the CEO, Executive Leadership team and Service Management teams to ensure all participants are provided with quality services and outcomes.</p> <p>Work closely with the, CEO and Board of Directors, to help facilitate governance and compliance processes.</p>	<ul style="list-style-type: none"> • Open and transparent communication • Feedback from all parties • Remain engaged and up to date with industry evolution
<p>Use your ability to think strategically, anticipating future consequences and trends, and incorporate them into organisational plans.</p> <p>Actively participates in the discussion and development of Strategic Plans.</p>	<ul style="list-style-type: none"> • Proactive and constructive discussions occur with relevant parties • Remain engaged and up to date with industry evolution • Feedback from CEO and Board
<p>Support the CEO through a combination of analysis, judgement and experience using high-level business acumen in your decision making process.</p> <p>Be responsible for analysing current service delivery issues and developing systemic solutions to create a more financially sustainable menu of services that deliver better quality outcomes for participants and their families.</p>	<ul style="list-style-type: none"> • Effective use of data to provide insightful analysis of existing and future service needs • Remain engaged and up to date with industry evolution • Feedback from CEO and Board

<p>Work with all sections of TJW to develop a collaborative culture of support, diversity and innovation.</p> <p>Effectively build organisational, management and staff capacity, developing a high quality workforce and processes to ensure the organisation is prepared for current and future needs.</p>	<ul style="list-style-type: none"> • Continuous improvement in the knowledge and skills of relevant staff across TJW • Feedback from relevant parties on the effective communication and collaboration as part of the leadership team
<p>Apply the NDIS Code of Conduct to all work practices and actions</p>	<ul style="list-style-type: none"> • The NDIS Code of Conduct is understood and applied to works practices
<p>A demonstrated commitment to professional development. This includes both structured, required and self-directed development.</p>	<ul style="list-style-type: none"> • Required training is completed • At least 6 professional development opportunities or completed each calendar year as discussed with Supervisor • Must meet CPD requirements of an accredited professional accounting body

KEY SELECTION CRITERIA:

- Tertiary qualifications (undergraduate and post-graduate) in one or more of social sciences, education, finance, general or business management.
- Minimum 7 years in a relevant senior executive role.
- Demonstrated experience in the development and delivery of strategic directions and priorities.
- Proven experience in the leadership of services within the human/community sector (disability, community, children, youth, health)
- Proven ability to implement process/systems change to drive efficiency, financial sustainability and enhanced customer outcomes.
- Advanced knowledge/experience in the disruptive change of the NDIS and other government community reforms.
- Previous experience of managing and leading teams of people across a range of functions.
- Demonstrated project management skills and the capability to assess and analyse problems/challenges and recommend/implement solutions.
- Experience working closely with "for purpose" Boards and understands the governance and compliance requirements of "not for profit" organisations.
- Current NSW Driver's Licence
- Current NSW Working with Children's Check (or willingness to obtain prior to employment)