



POSITION DESCRIPTION

POSITION TITLE	Chief Executive Officer
REPORTS TO	Aruma Board
LOCATION	Flexible, based in Sydney or Melbourne
CAPACITY	Fulltime

ABOUT ARUMA

Aruma is a disability service provider formed when two great organisations, House with No Steps and Tipping Foundation, came together in 2018. Aruma’s purpose is to “support people with a disability to live a great life, the life they want, the life they choose”. They do this by providing many services including: short-term accommodation, Supported Independent Living (SIL) services, NDIS support coordination, supported employment, as well as therapy and clinical services. Aruma supports over 5,000 people with a disability throughout the east coast of Australia.

Aruma has grown significantly in recent years through the transfer of government support services and mergers. After a period of significant growth, the current strategic plan—now coming to an end—has focused on becoming “better, before bigger”, with an emphasis on consolidating the benefits of scale and improving the quality of support and service delivery.

To meet the needs of a changing market, Aruma has purposely focused on customer-centric, human rights, values-based, efficient, and effective delivery. The organisation has a clear purpose, a strong track record and reputation, effective governance, and an investment in innovation, with a capable and committed workforce.

Aruma’s Board are all champions for people with a disability and they are seeking a new Chief Executive Officer following the retirement of the current CEO of 16 years. The new CEO will refine the next Strategic Plan, which is currently being developed, and to engage staff and stakeholders in the new direction.

ROLE PURPOSE

The Chief Executive Officer (CEO) will be an inspiring leader who combines a passion for social outcomes with sharp commercial acumen and exceptional stakeholder management.

Working closely with the Board, the CEO is responsible for shaping Aruma’s big-picture vision and strategy, transforming day-to-day operational management and maintaining a strong financial foundation. The CEO represents Aruma and its values to the community, including building respectful, trusted and collaborative relationships within the disability community, customers and carers, staff, and political leaders. The CEO must demonstrate an active commitment to the mission of the company and strive to incorporate its values in all aspects of daily work.

As a commercially astute, strategic leader, the CEO will successfully balance the organisation’s social and financial imperatives to deliver impact and foster a culture of innovation and creativity to ensure Aruma stays relevant and responsive to a constantly changing environment. A key component will be guiding digital transformation to achieve a seamless approach that supports frontline staff, informs and empowers customers and enables fast and informed decision making.

POSITION RESPONSIBILITIES

Lead strategy

- Provide innovative direction and leadership to all internal and external stakeholders in shaping Aruma's strategic-direction.
- Build on the strong, purposeful culture across the Executive Leadership Team (ELT) and ensure it is replicated throughout the organisation, to make Aruma an "employer of choice" and the leading national advocate and provider for people with disability.
- In collaboration with the Board, strengthen existing metrics to measure performance against achievement of critical strategic and operational goals and targets.
- With the Board and ELT, consistently strive to establish Aruma as an innovative leader in the disability sector with the customer at the heart of the service.
- Be committed to supporting people, pioneering new paths, challenging assumptions, daring to think differently, and demonstrating how society can 'raise the bar' in its expectations for people with disability.

Service design and delivery

- Work closely with the ELT to deliver an integrated systems and services framework which creates enhanced and seamless customer service experiences.
- Ensure the appropriate systems and frameworks are in place to monitor and evaluate measurable outcomes for each service and program.
- Ensure the appropriate policies, accreditation arrangements, standards and complaints procedures are relevant and in place for all services and programs.
- Ensure Aruma and its people comply with all legislative requirements, disability standards and other relevant standards, including all requirements of the NDIS Quality and Safeguarding Commission.
- Develop a strong strategy for future service delivery, noting a constant and rapidly changing environment.

Stakeholder Engagement and Collaboration

- Lead and expand key partnerships and collaborations with existing and potential Aruma stakeholders.
- Regularly engage with customers, families, communities and other stakeholders to ensure that Aruma develops and delivers relevant and high-quality services.
- Lead the promotion and enhancement of Aruma's reputation and brand amongst its external stakeholders and operate as the 'face' of the organisation within a diverse range of contexts and forums.

Influence

- Lead Aruma's influence agenda for impact and innovation in the disability sector and establish Aruma as a thought leader.
- Actively represent the organisation and issues affecting the disability sector at the highest levels of senior government and ministerial levels.

- Maintain a high level of awareness of, and actively participate in, sector development; and implement internal processes to effectively respond to changing legislation, funding programs and external policies.

People and Culture

- Foster an energised, committed and purposeful culture throughout the organisation, leveraging off the high-performance and engaged ELT and Senior Management team.
- Deliver a comprehensive workforce strategy to allow for growth and to meet the ongoing opportunities and challenges of the NDIS.

Financial Sustainability

- As a key component of the overall strategy, shape the financial strategy to not just achieve financial sustainability but also deliver surplus for investment in high impact areas
- Work with the Chief Financial Officer (CFO) and ELT to ensure the continued financial strength and sustainability of the organisation.
- Ensure that all policies, systems and processes for the efficient and effective management of Aruma's finances and business operations are in place and are systematically reviewed and improved as required.

Working with the Board

- Develop a close and trusted relationship with the Chair and other Board Directors
- Work with the Board in fulfilling the organisation's constitutional, regulatory and legal obligations.
- Ensure that the Board is provided with all relevant information, advice and support required for it to operate in an effective and efficient manner.
- 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 maintained and enhanced as required.

Risk Management and Compliance

- Ensure that all services are designed and delivered in a way that is safe and secure for Aruma's customers and people.
- Use the risk management framework to ensure risk assessment and mitigation is effective and aligned with the Board's risk appetite.
- Effectively manage Aruma's operational and reputational risk.
- Ensure compliance with all legislative and regulatory requirements of the NDIS, ACNC and other relevant authorities.

SPECIALIST REQUIREMENTS

Experience

- An Executive leader with an exemplary record of achievement in a large, complex or multi-faceted human services or commercial organisation across multiple geographies.
- Demonstrated experience in leading and/or actively contributing to the development, implementation and monitoring of innovative and commercially sound strategic and business plans.
- Track record in delivering outstanding results in complex stakeholder and regulatory contexts.
- Demonstrated experience in initiating and leading complex change, including motivating the support and cooperation of large workforces.
- Demonstrated ability to motivate and engage a large workforce of frontline staff in organisational culture, values and practices.

Knowledge

- Sound general knowledge of government operations, systems and structures as they apply to human services within Australia.
- Sound and up-to-date knowledge of contemporary leadership principles and practices.
- Well-developed understanding of risk-management as it applies within the human services and not-for-profit/charitable sectors.
- A well-developed understanding of managing a business operating in a highly regulated environment.

Skills and Abilities

- An inspiring leader with commercial, strategic foresight and the demonstrated ability to execute effectively with the potential to stimulate and lead world-class innovation in support for people with disability.
- Exceptional influencing and stakeholder engagement abilities with a proven ability to communicate with, lead and inspire a decentralised workforce will be critical to success.
- A demonstrated ability to successfully lead cultural and digital transformation in a geographically diverse organisation.
- The appropriate character and values, including the ability to adapt and re-think approaches to engagement as Aruma reshapes its strategic direction.
- Demonstrated passion for social outcomes, preferably within the disability or related sector, with sharp commercial acumen and exceptional stakeholder management.
- Exceptional verbal and written communication skills, including the ability to adapt style and approach to communicate with and engage a widely diverse range of audiences.
- Demonstrated ability to facilitate strong working relationships between the CEO, Executive and Board of Directors.

EXECUTIVE LEADERSHIP TEAM

