

The Y Australia

Are you our next Chief Operations Officer?



Standing with and for young people has never been more important

As we emerge from the COVID pandemic, the work of the Y in standing with and for young people, has never been more important.

It is in this context that the Y in Australia (formerly the YMCA) enters an exciting phase of change, with a focus on growing the Y Movement in Australia, building long-term sustainability and increasing the Y's community impact.

The Y is seeking an experienced Chief Operating Officer, with particular commercial and financial expertise, to partner with our CEO in driving this change, within a collective leadership setting.

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Chief Operations Officer

POSITION PURPOSE

Position purpose and scope

The Chief Operating Officer (COO) is the most senior staff member after the CEO and leads internal operations – supporting, inspiring and enabling our staff, while also facilitating high performance.

Spanning strategic financial management, risk, and compliance through to organisational systems, communications, IT, and HR functions, this role is varied, requiring big picture strategic thinking as well as serious attention to detail.

The role of COO is ideal for an experienced operations professional, with strong executive leadership skills, excellent communication skills, financial nous, and a commercial mindset, who wants to make a big impact in a purpose-driven role.

Reporting to: National CEO
(National CEO also functions as group CEO)

Managing: You will supervise, manage and motivate a team of approx. 12+ staff across diverse portfolios

Hours: Full Time

Location: Essendon Fields, Victoria (note that flexible WFH arrangements are available)



The Y in Australia

ABOUT US

the Y in Australia

Founded in London in 1844 by a 23-year-old, today the YMCA Movement is the largest youth movement in the world, reaching 65 million people in over 120 countries, in every continent.

At the YMCA in Australia, or the Y as we now call ourselves, we are committed to a collective leadership model. The Y consists of 13 federated member associations, aligned in strategy and in our shared purpose of 'standing with and for young people'.

We are a small team at Y Australia, but we have important work to do, in supporting our 13 Member Ys around the country, which operate in over 650 communities, with 12,500 employees and over 18 million visits to our programs and facilities every year. See our [2021 Community Impact Report here](#).

At Y Australia our people bring their diverse backgrounds and unique perspectives to build a respectful, inclusive, flexible and intergenerational workplace. We are driven by making a meaningful impact for young people, our communities, member associations, customers and colleagues, each and every day.

Financial Dimensions



NATIONAL OFFICE TURNOVER
\$3.5+ million



Y CAREERS FUNDING
ELECTION COMMITMENT
\$15.2 million



NATIONAL COMBINED
REVENUES OF FEDERATION
\$400+ million



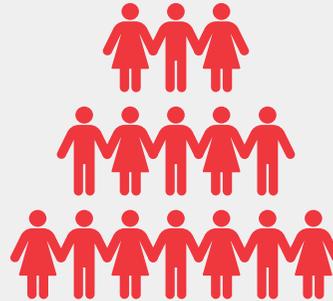
Collectively, the Y has scale across Australia, and deep connections within our local communities

As a **federation**, we operate in more than 650 communities across Australia, **across our cities and regions.**¹



We operate in more than **650 communities**

We are more than **12,000 people** strong (made up of 11,399 staff and over 1,045 volunteers).



11,399 employees
8,000 of these are young people¹

Across the Y, we offer a **wide range** of programs and services, from early learning programs for children, to meaningful employment pathways.



We support young people across their lifecycle

Note 1: Community Impact Report 2021.

The Y at a glance: 2021/22 Facts

The Y in Australia is made up of 13 member associations, each with deep local connections.

Together, we operate through a collective leadership setting, in over 650 communities across Australia.



TOTAL PARTICIPATIONS
18,351,343



11,399
STAFF



COLLECTIVE TURNOVER
\$459,740,377



4,332
FTE STAFF



ASSETS MANAGED
\$493,975,016



1,045
VOLUNTEERS



**NUMBER OF SITES
ACROSS AUSTRALIA**
661



Summary of our Services and Facilities in Australia

Sport and Recreation

- ▶ 3.4 million participations (*down by 18% due to COVID-19 lockdowns*)
- ▶ 56 community recreation centres
- ▶ 16 stadiums
- ▶ 1 golf course
- ▶ 1 sailing club
- ▶ 4 gymnastics facilities

Health and Wellbeing

- ▶ 5.5 million participations (*down by 25% due to COVID-19 lockdowns*)
- ▶ 56 health, fitness & aquatic facilities

Camping and Outdoor Education

- ▶ 75,965 participations (*down by 61% due to COVID-19 lockdowns*)
- ▶ 16 camps

Aquatics

- ▶ 2.25 million participations in swimming lessons (*down by 19% due to COVID-19 lockdowns*)
- ▶ 49 outdoor pools
- ▶ 24 Aquatic Education facilities

Youth

- ▶ 1.2 million participations
- ▶ Board members aged under 30 = 8 across Australia (*14% increase of young people on our boards from FY19/20-FY20/21*)

Children's programs and services

- ▶ Nearly 8 million participations
- ▶ 229 OSHC and vacation care centres
- ▶ 133 Early learning centres and kindergartens
- ▶ 6 Long day care and in-home day care centres

Disability inclusion services

- ▶ Over 19 thousand participations
- ▶ Over 87 thousand hours of support
- ▶ 723 participants

And more

- ▶ 10 disability services providers
- ▶ 36 special community services providers (*including meals for homeless, breakfast and meals program, mentoring, Siblings Reconnect, Parentlink*)
- ▶ 4 op shops
- ▶ 1 hair salon
- ▶ 11 hostels & housing accommodation facilities
- ▶ 8 schools
- ▶ 1 hotel
- ▶ 4 skate parks
- ▶ 18 Dedicated Youth Services/Programs (*includes Youth Parliament, Drop-in youth centres, youth empowerment, youth diversion, youth mentoring, youth and family services, mobile youth, vocational training, Remote School Attendance Strategy*)

Y Careers

Following the recent commitment of 15.2 million by the newly elected federal government, we also have important work to do in building our new Y Careers initiative.

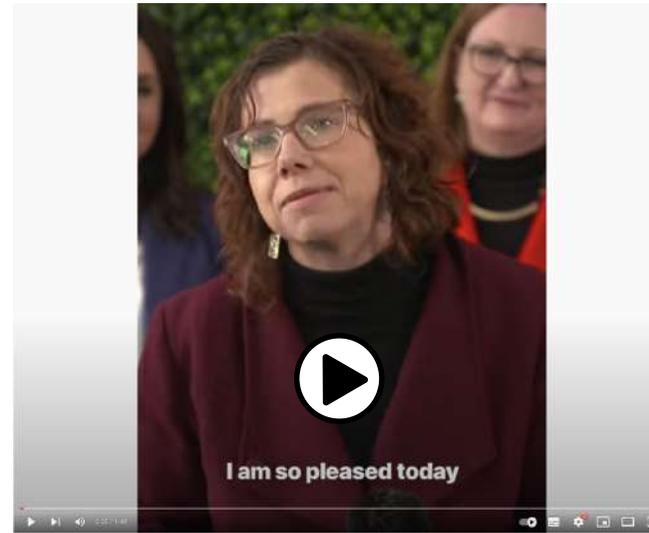
[Y Careers](#) is being established to assist in solving two of our nation's greatest challenges: the chronic level of youth underemployment, and the desperate need for a pipeline of skilled workers in the care sector (it is projected that 1 million care workers are needed in Australia over the next 10 years).

Through Y Careers, we will build a much-needed pipeline of 15,000 young workers over the next 5 years, across child-care, disability care and aged care sectors. Y Careers will operate as a separate entity owned by Y Australia, but we anticipate providing some shared services through Y Australia.

Our Y family

As part of our Y Australia family, [Y Safeguarding](#), our harm prevention entity, plays a critical role in keeping children and young people safe.

[Y Services](#) enables our member associations through collective purchasing, merchandising and sourcing expertise.



Chief Operations Officer

WHAT WE ARE LOOKING FOR...

Key responsibilities

(a) Executive leadership

- ▶ Provide executive leadership across several specialist functions, including people, communication, finance, risk and insurance.
- ▶ Use your strong people leadership and change management skills, to lead with purpose, inspire and unlock the expertise of our team, and to drive high performance through a positive workplace culture.
- ▶ Role model and lead the required work environment, culture, systems and processes, setting clear performance objectives, standards, measures, workplans and budgets; and ensuring an enabling, constructive feedback and development environment.
- ▶ Develop and strengthen relationships with member Y associations, associated entities and key stakeholders through a collaborative approach (broad networks across government, corporate and not for profit sectors is desirable).

(b) Operational expertise

- ▶ Drive operational transformation in the way we work, building an accountable, high performing culture with strong people capabilities.
- ▶ Drive operational planning and monitoring processes that convert plans into successful outcomes; set up core systems and functions; and operationalise services.
- ▶ Analyse, monitor and report to the CEO on operational performance metrics.

- ▶ Review business operations and make recommendations to improve efficiency, effectiveness and to reduce organisational costs, across Y Australia, in support of our federation and associated entities.
- ▶ Run recruitment, onboarding and induction processes for new staff, and lead performance and talent management more broadly.

(c) Financial and commercial capabilities

- ▶ Lead, design and implement key national transformation projects and businesses, as endorsed and prioritised by the National Board.
- ▶ Provide strategic leadership, including advice to the CEO and Board, in driving the financial and commercial performance of Y Australia and our associated entities.
- ▶ Enable growth by identifying business opportunities for Y Australia and Member Y Associations.
- ▶ Oversee Y Australia's income as determined by the Member Y Associations' Subscription Model and continue to strategically develop the model in a financially sound way.
- ▶ Work with the Executive Manager, Finance, to oversee the financial management of Y Australia, including budgeting and financial reporting, and financial forecasting, including presenting and interpreting trend data and early indicators in a meaningful way.
- ▶ Ensure the Y's National Insurance Program and National Redress reserves are financially sound and responsible.
- ▶ Provide advice around the delivery of new entities, including Y Careers.

(d) Strategy implementation

- ▶ Partner with the CEO in strategy development; with responsibility for converting strategy into **tangible** actions that make an impact.
- ▶ Develop and strengthen relationships with industries, professional bodies, not for profits, government and other stakeholders, through a collaborative approach.

(e) Member support

- ▶ Build strong working partnerships with our member Ys and our associated entities (e.g., Y Careers and Y Safeguarding).
- ▶ Oversee the support and capacity building function of Y Australia in respect of our 13 member associations and associated entities, to optimise collective outcomes.

(f) Compliance and risk

- ▶ Ensure an appropriate compliance and assurance framework is in place for Member Y Associations.
- ▶ Ensure all Member Y Associations understand their responsibilities to act in accordance with the Y's Priority One Licensing Standards, including in respect of Safeguarding Children and Young People.
- ▶ Continually monitor and be aware of potential risks to Y Australia and member Y Associations.
- ▶ Foster a strong risk culture with a key focus on safety and wellbeing.
- ▶ Oversee that all legislative and financial requirements are complied with by Y Australia.

Qualifications and experience

- ▶ Substantial experience in the operational leadership of a complex corporate and/or organisational structure (with relevant tertiary qualifications, highly desirable).
- ▶ Strong track record leading and managing change within an organisation, applying a combination of people leadership skills and strategy implementation capabilities to make a difference.
- ▶ Extensive people and project management experience – including creating high performing teams in dynamic environments.
- ▶ Broad experience within the areas of business responsibility, including finance, commercial operations, people and culture, communication, risk, insurance and strategy implementation (including knowledge of relevant legislative and regulatory environments).
- ▶ Broad experience across government, corporate and not for profit sectors is desirable.
- ▶ Strong digital collaboration skills, including the use of the Microsoft Office suite of programs.

Competencies

- ▶ **Leadership skills:** Strong leadership skills with the ability to build a shared understanding of, and commitment to the organisation's objectives, purpose and values.
- ▶ **Problem solving:** Advanced and proven problem-solving skills, with the ability to think laterally and strategically.
- ▶ **Communication skills:** Excellent written communication skills for the creation of reports, correspondence and other material (with a strong attention to detail when needed); excellent verbal communication and presentation ability.
- ▶ **Financial acumen:** Strong financial capabilities are desirable, from overseeing complex budgets to considering financial strategy.
- ▶ **Achievement orientation:** Must have high performance standards, and the ability to influence others to perform at this level; together with strong organisational, planning and prioritising abilities.
- ▶ **Strategic and entrepreneurial mindset:** Demonstrates a high degree of initiative in contributing ideas, recognising and acting on business opportunities, driving movement-wide initiatives and initiating new ways of working.
- ▶ **Change management:** Applies strong change management, strategic thinking, negotiation and communication skills, when faced with a need for change.
- ▶ **Flexible and adaptable:** Flexibility to adjust to changing circumstances and a willingness to accept new ideas and adjust plans to meet priorities.
- ▶ **Collaborative:** Ability to influence and work collaboratively with a range of stakeholders including colleagues, member associations, young people, partners, suppliers and Y program participants consumers, to achieve financially responsible and impactful outcomes.
- ▶ **Accountable decision-maker:** Ability to make appropriate, timely decisions; accept accountability and takes responsibility for getting things done.

The Y in Australia

A LITTLE MORE CONTEXT



Our Websites

Click on the interactive icons or the locations below to learn more.

QUEENSLAND

- YMCA Brisbane
- YMCA Bundaberg

TASMANIA

- YMCA Hobart

SOUTH AUSTRALIA

- YMCA Inner North East of Adelaide
- YMCA South Australia

CANBERRA

- YMCA Queanbeyan
- YMCA Canberra

NEW SOUTH WALES

- YMCA NSW

NORTHERN TERRITORY

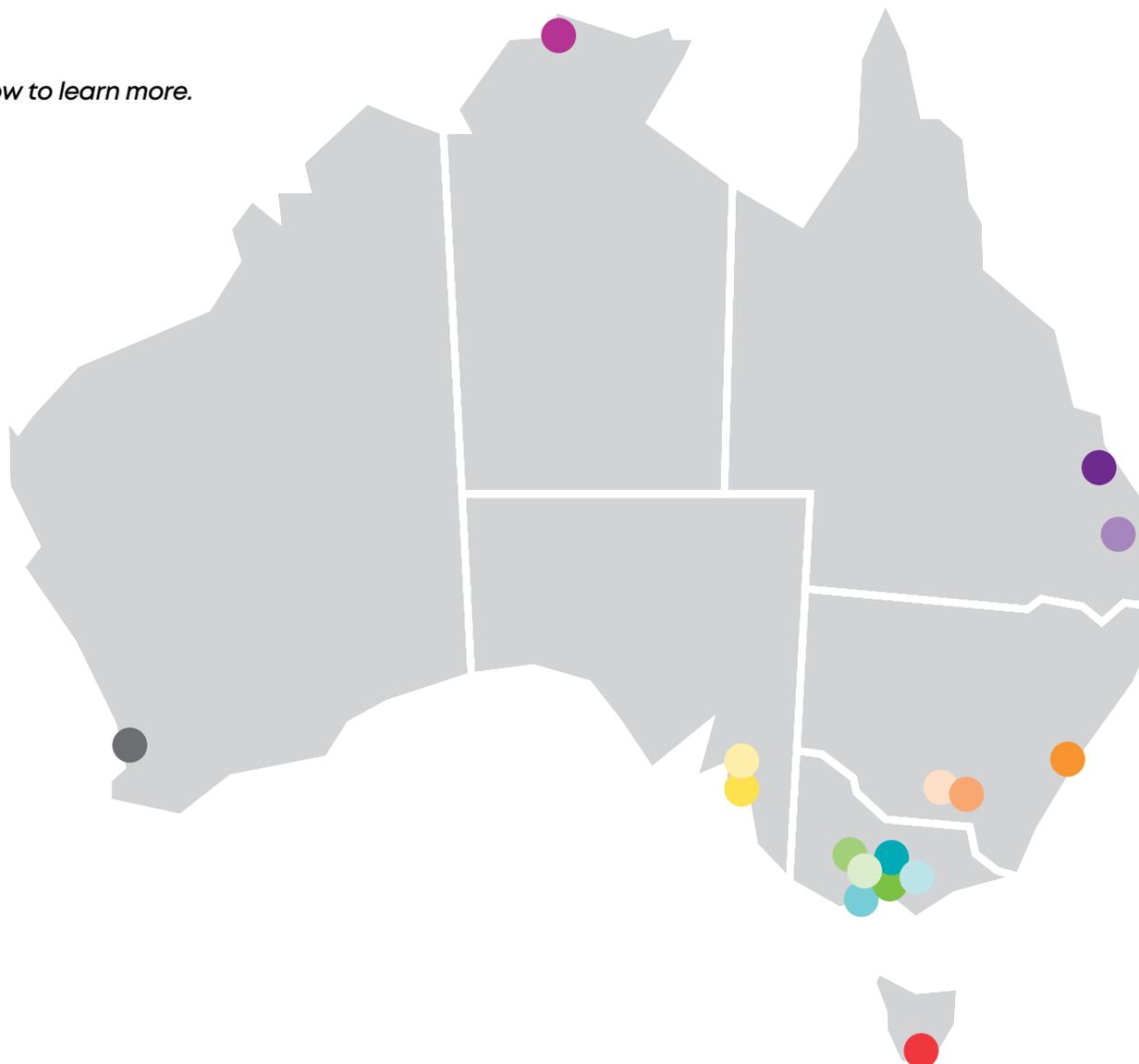
- YMCA Northern Territory

VICTORIA

- YMCA Australia
- YMCA Victoria
- YMCA Ballarat and Grampians
- YMCA Geelong
- YMCA Whittlesea
- YMCA Services

WESTERN AUSTRALIA

- YMCA WA



Global Presence

For the first time in our history, we have a global strategy, to align our global impact in respect of four key pillars of action, see Vision 2030 here.



Carlos Sanvee, Secretary General, World YMCA.
See [full article here](#).



We believe that every child and young person has the right to be safe, and feel safe at the Y, in their families, and in their communities.

Y Safeguarding is the Y's National Safeguarding Charity and a subsidiary of Y Australia. Y Safeguarding was established in August 2019 to provide support, training and resources to our Member Ys to ensure we are at the forefront of safeguarding practice. The Y acknowledges our past failing in keeping children and young people safe and has been on an extensive journey over the past 12 years to ensure we empower all children and young people to feel safe and be safe at the Y, in their families and in their communities.

Y Safeguarding has won awards for our safeguarding training and continues to lead the way in Australia on safeguarding support, training and resources. A few of our great resources can be seen here:

Video Links:

[Stay Safe, Tell Someone Campaign Launch Coordinator - YouTube](#)

[Stay Safe Online, Tell Someone - YouTube](#)

Online training program:

[Training The Y \(ymca.org.au\)](https://ymca.org.au)



Safeguarding Children and Young People

Keeping young people safe is a core commitment at the Y: see [Y Safeguarding](#). This requires all employees to contribute to a safe environment, safe operations and a safe culture at the Y.

Maintaining a safe environment, requires all employees to:

- ▶ Speak up about any safeguarding risks and/or concerns; and support the continuous improvement of our spaces and safeguarding practice
- ▶ Champion safe environments at the Y and in communities which empower children and young people to thrive.
- ▶ Ensure that any new program initiatives include consultation with Children and Young People using our Y Safeguarding guidance and resources.

Maintaining safe operations, requires all employees to:

- ▶ Maintain appropriate vetting checks including, but not limited to, Working with Children Checks (or equivalent), National Police Check and International Police Check (as required).
- ▶ Participate in all safeguarding children and young people training relevant for your role.
- ▶ Facilitate and champion safe operations to ensure Y people have the right policies, processes and practices to keep children and young people safe.

Maintaining a safe culture, requires all employees to:

- ▶ Uphold the rights of, and always acting in the best interest of, children and young people.
- ▶ Fulfil your responsibilities under safeguarding legislation within your State and/or Territory, including declaring anything you become aware of through the course of your engagement with the Y which a reasonable person would consider could impede your suitability to have contact with Children and Young People.
- ▶ Support your colleagues, supervisors and/or any direct reports to understand their responsibilities under safeguarding legislation.
- ▶ Champion appropriately open and transparent communication of safeguarding risks and concerns within the Y to inform continuous improvement.
- ▶ Support your team to understand their safeguarding responsibilities and empower them to ask any questions if they are unsure.
- ▶ Have a strategic understanding of Safeguarding across the Y and ensure safeguarding is embedded at strategic level.



*We believe in the power of
inspired young people*

Contact Information:

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