

# Position Description

## Chief Executive Officer

<b>Role Title</b> Chief Executive Officer	<b>Department or Function:</b> Executive
<b>Reports to:</b> Board of Directors via the Chair	<b>Number of Reports:</b> Various

### ROLE PURPOSE

The primary purpose of the Chief Executive Officer (CEO) is to lead Lifestart in delivering on its vision, values, strategic priorities and objectives.

The CEO, working closely with the Board, will lead a dynamic, trusted and respected organisation which can make a difference in the lives of children and young people, and to achieve a more inclusive community where they can belong and thrive.

### Key Accountabilities

Key areas of accountability to ensure Lifestart's success as a for purpose organisation:

- Provide dynamic strategic leadership across Lifestart to enable the organisation to achieve its vision and increase its social impact and profile in community through delivery of high quality services and supports.
- Lead a high performing team to consolidate and build Lifestart's market position through flexible, responsive, innovative design of services and programs.
- Provide advice to the Board and support the good governance of Lifestart.
- Ensure that Lifestart can meet all regulatory and fiduciary requirements as a for purpose organisation.
- Lead and collaborate with Lifestart's executive, management and staff to implement Lifestart's Strategic Plan including priorities and outcomes articulated in the Theory of Change.
- Drive improvements in Lifestart's financial sustainability to ensure the organisation can deliver on its Strategic Plan and identify areas for potential growth.
- Ensure internal protocols and processes reflect a strong commitment to quality assurance standards and continuous improvement to support person centredness in all service delivery and to enhance customer experience.
- Lead communication and representation within Lifestart and external parties including community, business and philanthropic partners, government, supporters, media and general public.
- Engage effectively with a range of stakeholders including participants, families, carers, community and business partners, philanthropic partners and government.
- Advocate and represent Lifestart nationally and at a state level to ensure Lifestart's recognition as a provider of high quality services and capable of providing strong input into research and policy development
- Be recognised as a thought leader in the disability sector.

## **Key Responsibilities**

- Lead Lifestart's executive team to oversee strategic planning, service delivery, workforce and resource allocation.
- Ensure that the appropriate systems and processes are in place to monitor and evaluate measurable outcomes for services and programs for internal and external reporting requirements.
- Effectively manage Lifestart's operational and reputational risk.
- Identify and respond to strategic issues that impact on the sector.
- Identify strategic opportunities and challenges and respond to these through leading organisational change.
- Develop and maintain effective relationships and strategic alliances with external stakeholders including government agencies, funding bodies, peak organisations, disability organisations, mainstream service sector, networks and interest groups.
- Act as the chief spokesperson for Lifestart, being responsible for key stakeholder engagement and represent the organisation at a senior level.

## **Leadership**

- Actively promote an organisational culture of inclusion, diversity, collaboration, respect, transparency and integrity.
- Lead Lifestart into the next phase of its development as an outstanding and valued service provider.
- Provide strong, visible, inspiring and engaged leadership across Lifestart, including promoting and demonstrating an active commitment to Lifestart's purpose, vision and values.
- Foster a culture of innovation, collaboration, learning and development, and continuous improvement including compliance with Lifestart's Policies and procedures.
- Communicate effectively with executive, managers and all staff to promote engagement with Lifestart's Strategic Plan and operational performance.
- Lead, manage and develop all staff to deliver consistent, high quality, effective and sustainable services which place children and young people at the centre of all service delivery.
- In leading Lifestart's implementation of its Strategic Plan ensure that all staff support the rights of children and young people, their families and carers.
- Lead Lifestart's commitment to empowering children, young people, their families and carers.
- Lead the Lifestart team in maintaining ethical and legal boundaries with clients, families/carers, and co-workers.
- Maintain duty of care and confidentiality.
- Actively promote Lifestart's commitment to the health and wellbeing of its staff.
- Manage the wellbeing, performance and professional development of all direct reports.

## **Working with the Board**

- Develop a trusted working relationship with the Chair and other Board Directors.
- Support the good governance of Lifestart by working with the Board to enable it to fulfil the constitutional, regulatory and legal obligations.
- Ensure that the Board is provided with up to date relevant information, advice and support required to meet all obligations, and to function effectively and efficiently.
- Ensure that Lifestart's Board Governance Framework is maintained and enhanced in accordance with the statutory requirements and NDIS quality standards for good governance.

- Ensure that communications and consultation policies and practices are in place for the Board and staff, and key internal and external stakeholders for relevant matters to enhance Lifestart's performance.

### **Other**

- Other duties as directed by the Board.

### **Standards**

- High level of knowledge and understanding of the National Disability Insurance Scheme (NDIS)
- Demonstrated knowledge and understanding of the Australia's Disability Strategy and the NDIS Act and other relevant legislation and regulations
- High level of knowledge and understanding of the NDIS Quality and Safeguarding Framework
- Strong knowledge of relevant State and Commonwealth legislation and international protocols and conventions governing disability services provision
- Demonstrated knowledge of Equal Employment Opportunity (EEO) Principles and Practice
- Demonstrated knowledge of Work Health Safety (WHS) principles and legislation
- Demonstrated knowledge of Australian Child Protection legislation; and the National Framework for Protecting Australia's Children 2021-2031
- Demonstrated knowledge of The Children and Young Persons (Care and Protection) Act 1998 (the Care Act)

## **KEY INTERACTIONS / RELATIONSHIPS**

### **Internal**

- Lifestart Board of Directors
- Clients
- Senior Executive Group and other senior managers
- Leadership Team
- Corporate Services Team
- Service Delivery Teams including team managers, frontline staff, program support staff and administration staff

### **External**

- Community stakeholders, including disability, mainstream and universal service providers
- Funding bodies, regulatory bodies, peak bodies, consultants, network organisations / groups, disability specific service providers
- Corporate and philanthropic partners
- Universities
- Families and carers of children and young people aged 0-24 years who have developmental delays and/or disabilities.

## **QUALIFICATIONS AND EXPERIENCE**

- A recognised qualification in a relevant discipline.
- Demonstrated experience in the not for profit, disability and community care sector industry (minimum of 10 years).
- Proven ability to work with a Board of Directors and strong knowledge of Good Governance Standards and Practice.
- Proven ability to develop, foster and support high performing executive, leadership and operational teams.
- Proven experience in leading transformational change through innovative strategy demonstrating improvements in achievement of service delivery outcomes.
- Demonstrated experience in leading teams across geographically diverse locations.
- Demonstrated experience in leading and managing teams of people and in overseeing the development and monitoring of organisational strategic goals.
- Demonstrated ability to identify and engage key stakeholders.
- Broad experience/knowledge of working with children, young people, their families and carers.

## **ESSENTIAL KNOWLEDGE AND SKILLS**

- Proven organisational and people leadership skills.
- Highly developed organisational, leadership and change management skills
- Highly developed interpersonal skills, with demonstrated ability to communicate, negotiate and liaise at senior levels.
- Demonstrated ability to work collaboratively within a leadership structure, including setting the strategic direction and performance standards for the organisation.
- Excellent written and oral communication skills, including the ability to adapt to style of communication depending upon circumstances.
- Highly developed analytical and problem-solving skills.
- Demonstrated understanding of the disability sector and issues affecting children and young people with disabilities and their families/carers.
- Well-developed understanding of the National Disability Insurance Scheme (NDIS).
- Experience in identifying and implementing continual service improvements.
- Demonstrated knowledge of Child Protection / Keeping Them Safe legislation.
- Knowledge of person-centred approaches, family centred practice and commitment to the provision of services and innovations which reflect evidence-based best practice.

## **Essential Criteria**

- A valid Working with Children's Check Clearance
- A valid NDIS Worker Screening (NDISWC) Clearance
- Fully vaccinated for the Covid-19 Virus or accepted medical exemption certificate.
- Current driver's licence and use of own car.

Date: October 2022