

Role Description

Chief Executive Officer

Reporting to: Board of Directors	Employment Status: Fulltime or Part-time (4 days pw)
Direct reports: 2, Policy & Administration	Location: Sydney or Melbourne are preferable

Background

The Specialist Disability Accommodation (SDA) Alliance is a not-for-profit organisation that serves as a unifying force, bringing together dedicated providers and investors in the field of SDA. With a vision of creating a mature, diverse, viable, efficient, and sustainable SDA market, the Alliance is resolutely committed to fostering excellence in SDA housing. Their mission is underpinned by collaboration with an array of stakeholders, alongside active engagement with government bodies, to promote participant choice and control, advocate for quality and innovative SDA provision, and contribute to policy development and effective implementation.

As a nationally recognised coordinating body, the Alliance plays a pivotal role in facilitating the exchange of critical information, research, and experiences among new-build SDA providers and investors. This collaborative framework fosters a culture of continuous improvement and growth in the sector.

Since its establishment in 2018 with 9 members, the Alliance has grown to 65 members and aims to add 10 more this year who are closely aligned to the values of the organisation.

Role Purpose

The Chief Executive Officer (CEO) provides a range of high-level executive, secretariat, and project services to the Alliance membership group including providing strategic information and advice, managing communications and implementing strategies to support the achievement of the organisation's strategic and operational objectives.

Role responsibilities include policy development and advocacy, working closely with the National Disability Insurance Agency (NDIA), other government agencies and disability peak bodies to represent the interests of the best practice SDA market. This includes actively engaging in a continuous policy submission cycle to ensure the organisation's voice is heard and its objectives of fostering best practice and participant outcomes are supported. Additionally, and working independently, the CEO will focus on building and maintaining relationships with members and other key stakeholders, driving a collaborative culture, growth and engagement within the Alliance. With a strategic mindset, the CEO will play a crucial role in shaping the future of the organisation, fostering member engagement, and furthering the interests of the the best practice SDA market.

Key accountabilities

Strategy and Operations

- Lead and/or contribute to projects to support the achievement of Alliance strategic and operational objectives.
- Develop, implement, monitor, and report on strategic, operational and project plans, based on input from Alliance members, to inform Alliance decision making and drive achievement of organisational objectives.
- Build organisational capability, lead a high performing team and champion the SDA Alliance's culture by living and communicating the company's values and principles.
- Monitor the SDA operating environment; adjusting and proposing business strategies and activities accordingly.

Policy development and advocacy

- Ensure the SDA Alliance maintains a strong constructive policy and collaborative advocacy position and is a key influencer on policy across all levels of Government and industry.
- Research and prepare strategic advice and information on diverse and complex NDIS housing policy, planning and operational matters to facilitate informed decision making and planning by the Alliance on policy positions and advocacy strategies.
- Act as spokesperson for the SDA Alliance, engage with members and partner organisations, as well as government, community, media and other key stakeholders to further the Alliance's goals.
- Develop and implement effective communication channels and collateral for the SDA market, and supply chain, promoting the achievements of the Alliance.
- Prepare, manage and review the provision of high-level communications and correspondence including briefings, reports, submissions and notes, on behalf of the Alliance, to ensure comprehensiveness, accuracy, and timeliness of written information.
- Work closely with the National Disability Insurance Agency (NDIA), other government agencies, disability peak bodies and other key stakeholders to represent the interests of the SDA market.
- Actively engage in a continuous policy submission cycle to ensure the organisation's voice is heard and its objectives are supported.

Member and Stakeholder Relationships

- In conjunction with the Board and members, undertake a review and implement the SDA Alliance Membership and Sponsorship Strategy to assist with the achievement of both strategic and financial needs of the Alliance.
- Continue to build a community of support for the Alliance, by building and fostering relationships with SDA Providers, investors and other key stakeholders .
- Act as the central point of contact for all Alliance members, liaise with stakeholders and action requests to coordinate communication and proactively ensure responses meet deadlines.
- In conjunction with the Board, foster organic growth in the number of Alliance members via ongoing sector engagement, attendance at sector events, and Alliance communications collateral.
- Maintain and develop relationships with key SDA decision makers including government representatives (within the NDIA, NDIS Commission, DSS, and other relevant state and commonwealth government bodies), relevant politicians and their staff.
- Employ an ongoing approach to innovation to deliver constant refinement and improvement in the Alliance's services and engagement processes.

- Coordinate and/or oversee Alliance events, including regular membership meetings.

Financial Management

- Drive the Alliance to achieve its financial and non-financial objectives.
- Actively seek out and identify additional funding sources for the Alliance to diversify revenue streams.
- Provide issues management and support, identifying and responding to emerging issues to ensure effective resolution with minimal risk to the Alliance.
- Ensure, in conjunction with the Chair, that the Board has the information, policies and resources to allow it to implement best practice governance on behalf of members and other stakeholders.

Key challenges

- Anticipating and constructively addressing contentious issues, providing accurate information and advice on complex issues and legislation, and facilitating constructive group decision-making, often within tight timeframes, given the need to collect and assimilate information from a variety of different sources whilst maintaining confidentiality and exercising diplomacy.

Experience

- Leadership experience in organisations of similar complexity managing a variety of stakeholders through relational levers alone
- Demonstrated ability to achieve mission and specific board objectives.
- Evidence of having maintained or created and communicated an inspiring and positive vision to support, influence and engage business and government leaders and policy makers to influence policy, highly regarded.
- An effective communicator, with a demonstrated ability to communicate key messages succinctly and clearly, both verbally and in writing, including skills in media engagement.
- Leadership/management experience as a CEO or Director of a similar sized business unit.
- Strategic and operational in focus – needs to get the job done and oversee a small team while being aware of changes to the operating environment.
- Experience in working with and reporting to a board will be highly regarded.
- Ability to build a public profile based on integrity and professional excellence.
- Lived experience of disability (i.e. person with disability, or immediate family member/carer), that will inform your ability to maintain alignment with SDA Alliance principles and values

Skills and knowledge

- Strategic capability and business development mindset.
- Anticipate and manage trends, government regulations and change.
- Business management and development skills.
- Policy capability navigating system and influencing outcomes, particularly in government relations.
- Strong business acumen and the ability to continue to grow the Alliance's membership and engagement.
- Relationship building and strong ability to leverage relationships.
- Knowledge in NDIS, Disability and SDA would be highly regarded.
- Ability to work independently, autonomously and remotely.

- Well-honed professional presentation skills, with gravitas.
- Strong ethical alignment to SDA's mission.

Qualifications

- Degree qualified as a minimum; experience in the NDIS or SDA environment would be highly regarded, but not essential
- Business relevant qualifications also highly regarded

Other relevant information

Delegation of Authority:

The CEO is responsible for understanding and complying with the Delegation of Authority (DofA) policy set by the Board for the CEO. All matters not explicitly delegated to the CEO through the DofA policy, other Board policies and the budget process and related financial policies must be referred to the Board for decision. The CEO may delegate to others in accordance with the DofA policy.






Travel requirements:

Interstate travel required.

Out of hours work:

Attendance at meetings outside office hours and evening events for industry, members and government are an essential part of the role.

Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Advanced
	Value Diversity	Advanced
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

Capability summary

Above is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role.

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the organisation • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> • Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats • Negotiate from an informed and credible position
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> • Lead and facilitate productive discussions with members and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise and explain the need for compromise • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relations with internal and external stakeholders • Pre-empt and minimise conflict
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option • Participate in and contribute to organisational initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and

Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	communication requirements <ul style="list-style-type: none"> • Work with others to prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects <ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situation

