

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Chief Executive Officer
<b>REPORTS TO</b>	Dundaloo Board
<b>LOCATION</b>	Taree, NSW
<b>CAPACITY</b>	Fulltime

### ABOUT DUNDALOO

Dundaloo – a name that embodies the essence of its meaning “happy place” – was established in 1953. Its inception was not just a mere event but a testament to the unwavering determination of a group of parents and friends. Their mission? To secure support services for their children with disabilities. Today, Dundaloo continues operating from its traditional Manning Valley base, extending its reach to Great Lakes, and Gloucester.

Dundaloo is a leading support provider on the Mid North Coast, offering a comprehensive array of services that include supported independent living (SIL), community services, active day programs, allied health expertise, business enterprises, and plan management.

Dundaloo has experienced significant growth in the last few years and is an organisation that has an excellent reputation within the community. As part of its’ expansion, it operates Dundaloo Enterprises which develops innovative projects to promote and create meaningful employment opportunities for people of all abilities and actively seeks local business opportunities to provide alternative income streams for the organisation.

### ROLE PURPOSE

The Chief Executive Officer (CEO) will be an experienced and inspiring leader capable of balancing a genuine commitment to the vision and purpose of Dundaloo, with strong commercial capability. The CEO will have excellent knowledge of the NDIS and a demonstrated ability to successfully lead a for-purpose organisation.

Working closely with the Board, the CEO is responsible for

- Ensuring the needs of the participants and their families are central to the organisation’s work.
- The development and delivery of a relevant and robust strategy that aligns with the organisation’s mission and vision.
- Managing growth across multiple revenue streams to ensure the financial strength of the organisation in the short and long term.
- Leading and inspiring the team, ensuring the right organisational structure and clear direction for every person.
- Ensuring operational excellence across all functions.
- Representing Dundaloo as a leader, positively managing a wide variety of stakeholder relationships.

The CEO represents Dundaloo and its values to the community, including building respectful, trusted, and collaborative relationships within the disability community, participants, families and carers, staff, and partners. 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.

## **POSITION RESPONSIBILITIES**

### **Lead strategy**

- Provide clear direction and leadership to all internal and external stakeholders in shaping Dundaloo's strategic direction.
- Ensure a strong, positive, and purposeful culture across the Leadership Team and ensure it is replicated throughout the organisation, to make Dundaloo one of the leading support providers for people with disabilities.
- Cultivating a positive and engaging workplace of choice, fostering engagement, growth and professional development for the workforce.
- 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 Leadership Team, consistently strive to establish Dundaloo as a 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 disabilities.

### **Service design and delivery**

- Work closely with the ELT to deliver an integrated systems and services framework which creates enhanced and seamless customer service experience.
- 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 Dundaloo and its people comply with all legislative requirements, disability standards, and other relevant standards, including all requirements of the NDIS Quality and Safeguards Commission.
- Develop a strong strategy for future service delivery, noting a constant and rapidly changing environment.

### **Financial Sustainability**

- Oversee all financial and commercial functions of Dundaloo to ensure the continued financial strength and sustainability of the organisation.
- Monitor existing revenue lines to ensure financial sustainability and proactively consider new commercial opportunities (aligned to mission) to build financial strength and deliver changing participant needs.
- Ensure that all policies, systems, and processes are in place for the efficient and effective management of Dundaloo's finances and business operations, and are systematically reviewed and improved as required.

### **Stakeholder Engagement and Collaboration**

- Lead and expand key partnerships and collaborations with existing and potential Dundaloo stakeholders.

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

### **People and Culture**

- Ensure the organisational structure is fit-for-purpose to support the delivery of the strategic plan.
- Foster an energised, committed, and purposeful culture throughout the organization; 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.
- Ensure the teams' roles and responsibilities are clear, structured, and rewarded appropriately.

### **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 Dundaloo'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 Dundaloo'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**

- Excellent knowledge of the NDIS operating environment.
- 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.
- A 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 and strategic foresight, and the demonstrated ability to execute effectively; with the potential to stimulate and lead world-class innovation in support for people with disabilities.
- Exceptional influencing and stakeholder engagement abilities with a proven ability to communicate with, lead, and inspire a decentralised workforce will be critical to success.
- The appropriate character and values, including the ability to adapt and re-think approaches to engagement as Dundaloo 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, Executives, and Board of Directors.