



CHIEF EXECUTIVE OFFICER - POSITION DESCRIPTION

1. GOULBURN OPTIONS

SERVICE PROFILE:

Goulburn Options Inc (GO), a community-based, not-for-profit organisation, offers a diverse range of support services for individuals with disabilities and their caregivers. They are registered to provide various support under the NDIS, TAC, DSOA, and for self-funded participants. Born out of community initiative in 1981, Goulburn Options has evolved into a prominent service provider in the Goulburn Region and its vicinity. Deeply entrenched in the fabric of the community, the organisation cherishes numerous valued connections and collaborations while employing a significant number of local staff. Participants, carers, staff and volunteers work together to achieve quality personalised services. Each person we support is unique, with their own goals and dreams. Our team-based approach ensures continuity of such care. Assisting individuals to meet their goals means also supporting carers and families. The overarching aim is to empower participants to live their “Biggest Lives Possible!”

VALUES - Appreciating individual capability, recognising the value of diversity and promoting equity.

2. PRIMARY PURPOSE OF THE POSITION

The Chief Executive Officer is responsible directly to the Board, for the total operational and financial performance of the organisation and for compliance with its legal and statutory obligations. The position works in collaboration with the Board to set goals for the organisation and is responsible for:

- **Relationship with the Board.** The CEO is responsible for establishing and maintaining productive relationships with the Board, delivering accurate and timely reports and advice.
- **Culture.** The CEO is responsible for oversight and promotion of an organisational culture in keeping with Goulburn Options Vision and Values supported by the General Manager and management team
- **Strategic and Operational Planning.** The CEO must develop, gain approval, communicate and implement the future direction of Goulburn Options Inc through strategic and operational plans which are consistent with the overall objectives of Goulburn Options Inc.
- **Financial and Asset Management.** The CEO must achieve financial viability through overseeing effective budgetary planning and control and the management of all available resources in partnership with the General Manager.
- **Human Resource Management.** The CEO is accountable for ensuring that all staff appointments meet the needs and qualifications of GO through overseeing the management of the recruitment, retention and development of competent and committed staff who are prepared to provide high quality services that meet the needs and aspirations of its clients and the community. Direct management, supervision and mentoring of the General Manager and management team is seen as a key role of the CEO.
- **Service Delivery.** The CEO in partnership with the General Manager is accountable for overseeing the development of strategies for service delivery which ensure that consistent standards are monitored and maintained throughout Goulburn Options Inc.
- **Quality Management.** The CEO is required to ensure that quality standards are met through overseeing the development and implementation of policies and procedures that meet the



requirements of Goulburn Options Inc that meet national and international best practice standards.

- **Risk Management.**
Provide the Board and management with information to assess operational risks
Implement strategies that reduce the likelihood and/or consequences of potential adverse events and maximise the results of positive events
Ensure that the application of risk management practices adds value to our organisation
- **Community and Public Relations** - Develop and support productive relationships with the community, Government and key stakeholders.
- **Governance** – Ensure compliance with Statutory and Legislative requirements applicable to Goulburn Options.

3. KEY ACCOUNTABILITIES

1. Organisational Leadership

- Providing strategic, policy and risk management advice and recommendations to the Board and providing support to the Board to enable it to implement Goulburn Options Vision, Values and Strategic Plan.
- Developing and implementing strategic and operational business plans for Goulburn Options in consultation with the management team and the Board.

2. Financial & Legal Management

- Overseeing the development, monitoring and maintenance of budgets and financial plans supporting the effective operation and strategic direction of Goulburn Options.
- Ensuring that an efficient financial reporting system exists for management and staff.
- Overseeing the development and implementation of efficient financial and asset plans to ensure that all funds, physical assets and other property of Goulburn Options are appropriately safeguarded and administered. This includes the development of assets and infrastructure to support organisational growth pursuing fundraising strategies to ensure business sustainability.
- Negotiating with State and Commonwealth and other services funding authorities on appropriate funding issues.
- Ensuring the observance of and compliance with all statutory and other legal obligations by Goulburn Options, including the preparation of annual reports

3. Employee Relationships

- Overseeing the development and implementation of appropriate policies to promote a team environment which is non-discriminatory and provides for equal opportunity within the workplace at Goulburn Options Inc.
- Ensuring implementation of applicable employee awards and industrial instruments through consultation with employees, employee representatives, the Board and other key stakeholders.
- Ensuring that Goulburn Options Inc promotes and encourages transparent and open processes and communications.
- Ensure staff have the training and supervision required to deliver high quality programs
- Providing leadership to staff in order to create an innovative and entrepreneurial



environment that is a healthy and safe place to work.

4. Community / Stakeholder Engagement

- Establishing and maintaining productive networks essential to Goulburn Options Inc
- Developing, implementing and maintaining productive relationships with the media to promote Goulburn Options Inc.
- Reporting to the Board on the general environment surrounding Goulburn Options Inc (i.e. political, economic & social environment) which may impact on Goulburn Options Inc.
- Ensuring transparent consultations in relation to all aspects of service delivery with the community.

5. Services & Programs – through the General Manager

- Deliver services and programs that are attractive to our clients, contemporary in nature and innovative.
- Ensure that the services and programs provided by GO reflect our philosophy of assisting participants as they seek to live their 'biggest life possible'
- Ensure there is effective oversight of contracts and consultancies.
- Ensure there is effective and timely management of and response to inquiries and complaints.

Core Attributes:

- Outstanding communication skills and strong negotiation skills.
- Independent, innovative and ability to solve problems.
- Resilience and drive coupled with maturity, energy and flair to create a commercially viable but community sensitive facility facilitating a range of stakeholders.

4. KEY SELECTION CRITERIA

KSC 1 Qualifications in commerce, business management, health, education or disability services (preferably with post-graduate qualification in business or management or working towards the same).

KSC 2 Extensive leadership and senior management experience in the health/disability/ education sectors.

KSC 3 Excellent understanding of principles of evaluation, governance and risk management in a complex service environment as well as experience working with a Board of Directors.

KSC 4 Strong leadership skills with a proven ability to successfully lead organisational change, manage and motivate staff, promote the creation of a positive workplace culture and develop teams of high performers delivering quality programmes.

KSC 5 Demonstrated understanding of the disability sector and experience of Commonwealth and State health policies, programs and funding systems including NDIS.



- KSC 6** A track record of success in the financial management of an organisation that provides services to the community, combined with operational ability to maximise an on-going balanced financial position.
- KSC 7** High level interpersonal skills including the ability to build and maintain rapport and effective relationships with a broad range of stakeholders.