

Position title	Chief Executive Officer
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Above Award
Employment Type	Ongoing
Hours per Week	38 hours per week (1.0 FTE), nominal
Reports to	Centre for Participation Board of Management
Position holder	Vacant

1. Organisation Purpose

The Centre for Participation is established for public charitable purposes of providing relief to people in need in Western Victorian by, without limitation:

- (a) **coordinating, managing, training and placing volunteers to provide support services;**
- (b) **providing basic education covering language, literacy, numeracy and vocational skills;**
- (c) **providing programs to support youth to remain engaged in the community and in school;**
- (d) **providing social support programs to over 65's;**
- (e) **providing programs to support those in the community who are socially and geographically isolated or suffering from physical or mental illnesses or disabilities.**

The Centre for Participation changes lives and communities through local opportunities in learning, volunteering, community support and partnerships. The organisation works to find the options to create the future the community want to live in. For over 30 years, we've focused on supporting people to get involved, responding to local needs, and creating a strong and thriving community.

The core themes of our strategic plan are:

- **Anything is possible for anybody**
 - Create a vibrant, resilient and inclusive community.
- **We're all in this together**
 - Strengthen our reach and impact through strategic partnerships and alliances.
- **Authentic leadership**
 - Lead the way – inside and out.
- **Getting on with business**
 - Diversify revenue streams for sustainable impact into the future.

2. The position

The CEO reports directly to the Board, through the Chairperson, and is responsible for the overall development, coordination and operational management of the organisation, its programs and services and for the leadership of a team of paid and unpaid staff.

The CEO leads the Centre for Participation and is ultimately responsible and accountable to the Board for its operational management. The Board, in consultation with the CEO, establishes the CEO's corporate objectives and responsibilities.

The CEO has specific responsibility for:

- Resourcing the Board to undertake its role
- Developing strategic and business plans with, and for approval by the Board
- Implementing strategic and business plans
- Overseeing the effective and efficient use of resources
- Being the public face and voice for the Centre for Participation
- Maintaining an effective organisational structure that clearly assigns responsibility and reporting relationships
- Developing and implementing appropriate risk management strategies
- Development of staff capacity, measurement of performance and setting of other staff remuneration levels
- Providing regular and reliable reports to the Board which allow it to monitor performance, compliance and management of the Centre for Participation. Noting that Board members are entitled to request additional information at any time when they consider it appropriate
- Promotion and maintenance of effective collaborative relationships with partners, volunteers, community agencies and Government departments.

3. Position Responsibilities

Service Delivery

- Develop strategies to promote volunteering within the region and to Government.
- Coordinate the service and operational plans for each service delivered, ensuring that these programs target specific community needs.
- Maintain continuous improvement processes within service delivery, including service and individual performance measurement and monitoring.
- Promote good practice in volunteer management to the community
- Maintain efficient office procedures and keep staff, consumers, volunteers and Board members informed of any changes to procedures.
- Implement policies and practices which reflect the Occupational Health and Safety requirements relating to the specific responsibilities of services delivered.
- Attend Board of Management meetings and other meetings as required.
- With the Chairperson, prepare the agenda, written reports and financial statements for the Board of Management meetings.
- Ensure recruitment, training, placement, support, and supervision of Volunteers involved in Agency service delivery programs.

Community Development

- Actively seek funding opportunities that will further enhance the community development function of the organisation
- Attend/ensure organisation representation at appropriate network meetings.
- Develop organisational policies which relate to Agency programs ensuring that these are in accordance with the philosophy and objectives of the Agency.
- Develop, update and maintain organisation policy and procedure documentation, including Board approval where required.
- Liaise with Government and non-Government Departments to highlight and promote the value of volunteering.
- Plan and conduct regular events celebrating the role of volunteers in the community.
- Maintain effective working partnerships with all local governments within the region.
- Facilitate the preparation, implementation, monitoring and maintenance of a strategic plan.
- Facilitate the development, implementation and maintenance of policy and procedure relevant to the provision of agency services.
- Ensure ongoing liaison with the local municipalities to enhance the operations of Centre for Participation and the interests of the volunteers within the municipality

Staff Management and Development

- Recruit, select and appoint staff in accordance with Centre for Participation policy.
- Manage and motivate staff to ensure they maintain a high level of professional ethics.
- Lead a team approach to problem solving, team development and quality continuous improvement.
- Conduct regular meetings with staff to monitor and evaluate performance and development.
- Ensure Centre for Participation staff are provided with the opportunity for professional development.
- Identify and facilitate staff training to increase efficiency and effectiveness.
- Appraise and counsel staff informally and through formal appraisals in accordance with procedure.
- Ensure staff salaries are paid and Award conditions are met.
- Work as a multi-disciplinary team member

Marketing and Information

- Develop and implement an annual marketing and promotions plan.
- Act as a Centre for Participation representative on committees, advisory bodies and other groups as required/relevant
- Prepare reports for the Board as required or requested.

Financial Management

- Prepare and present budgets for Finance and Risk Committee consideration and Board approval.
- Service the requirements of the Finance Committee

- Monitor budgets and provide timely and accurate reports to the Finance and Risk Committee and the Board.
- Identify and investigate funding opportunities within Government and community and prepare applications/submissions for consideration where appropriate.
- Ensure that funding compliance and acquittal procedures are in place and are met in a timely manner
- Develop business cases for new programs that demonstrate to the Board the viability of the program, as an input to the approval process by the Board.

Risk Management

- Ensure that risk management policy, procedures and practices are developed, implemented and systematically reviewed.
- Consult with employees on OH&S issues.
- Ensure that hazards are identified, incidents investigated, risks assessed and corrective action taken.
- Assist in the implementation of the Risk Strategy.

General Responsibilities

- Comply with the lawful directions of the Chairperson and Board.
- Provide strategic leadership to the process of continuous improvement.
- The position is required to manage day-to-day operational matters and service priorities.
- The position has authority in the determination of service priorities within agreed policies, to monitor and allocate resources within the approved Centre for Participation budget and to advise the Board on forward plans for these services.
- Maintain high standard of personal integrity and professionalism.
- Fostering effective teams within the designated services / programs and working collaboratively with others, while recognising the different working styles of individuals.
- Travel and overnight stay when required.

Key Selection Criteria

Qualifications and Experience

- Tertiary qualifications relevant to community welfare development or equivalent, or with substantial experience in service delivery.
- Minimum of 5 years' experience in leading and managing teams
- Proven track record in successfully managing the development and implementation of programs.
- A current Victorian driver's licence

Position Specific Competencies and Knowledge

- Knowledge of Volunteering and Community Development principles and practices.
- The ability to identify and develop options to address community development issues.
- An ability to develop and maintain community partnerships and relationships with key stakeholders.
- Strong commitment to client/community services and volunteering sector
- Demonstrated knowledge of relevant funding, legislation, government policies, and direction of the rural / regional community development sector

General Skills and Knowledge and Competencies

- Demonstrated interpersonal skills and experience in human resource management and industrial relations including change management, performance development/management, consultation, negotiation and motivation.
- Demonstrated high levels of time management, planning and prioritising
- Demonstrated ability to manage and control the business and financial resources of an organisation and to develop and implement strategies to enhance revenue and improve business performance.
- Strong commercial acumen and experience in marketing programs
- Ability to collate and analyse data and prepare reports/ submissions effectively
- Familiarity and competency in a range of computer software programs including Microsoft Office applications, web-based technologies and social media applications.
- Strong communication skills, including the ability to communicate effectively with people from diverse backgrounds