



## JOB DESCRIPTION

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| <b>Position Title:</b>         | Director - Governance  |
| <b>Position Type:</b>          | Fixed Term – (Up to five years)                                    |
| <b>Location:</b>               | Deakin, ACT or Wagga Wagga, NSW                                    |
| <b>Reporting Relationship:</b> | Reports to Chief Executive Officer                                 |
| <b>Remuneration:</b>           | An attractive salary package plus superannuation and PBI benefits. |
| <b>Reviewed:</b>               | September 2021   |

Relationships Australia Canberra & Region (RACR) is a leading organisation that provides family and relationship support including: couple and family counselling, family violence prevention, family law post separation, children's, youth mental health, relationship education, support in rural communities, grief and trauma, gambling help and EAP services. It is a part of a national federation of Relationships Australia organisations across the country. RACR provides services in the ACT and Riverina/Murray and South Coast areas of NSW.

Relationships Australia Canberra and Region honours Australia's First Peoples. We expect every member of staff to work towards their own cultural awareness and fitness and participate in cultural training and discussions during the course of their work with our organisation.

All members of the senior executive team are required to demonstrate a highly relational way of managing teams and resolving conflict. An understanding of, and commitment to, restorative ways of working are highly regarded.

### **Role Summary:**

The Director - Governance role sits within the senior executive team of RACR, whose primary function is to ensure the sound management of the organisation so that clients are provided with timely and high quality supports at times of vulnerability. All directors have an inward focus to ensure the quality of our services and an outward focus to ensure that we enjoy excellent relationships with our funders, other service partners and community stakeholders.

With the assistance of program support managers, the primary role of the Director – Governance is to understand what funders are seeking in each of RACR's funding contracts and work collaboratively with the other directors, practice managers, service support managers, research and evaluation staff as well as data analysts and support staff to ensure RACR is satisfactorily meeting those requirements. This involves communicating with funding agencies to clearly understanding their expectations, ensuring that qualitative and quantitative evidence of our work is provided on a regular basis.

The Director - Governance takes a proactive approach to build and strengthen external stakeholder relationships and identify potential funding opportunities. Once endorsed by the Senior Executive, the Director - Governance works with internal stakeholders to prepare tender and funding proposals. Where the successful, the Director coordinates a project team to implement the new programs.

The Director also plays a key role in identifying, designing and implementing a range of strategic projects in consultation with the senior executive team to improve service delivery.

The Director sets strategic and operational goals for all staff within the Governance portfolio in line with the organisation's overall strategic aims. The Director also works with policy officers to ensure that documentation, policies and procedures are current, contemporary and address quality, risk and other issues, including ongoing

quality accreditation under the Quality Improvement Council (QIC), and oversees RACR's research and evaluation program.

The Director - Governance works closely with the CEO and other directors to ensure that RACR's governance systems are robust and reviewed regularly.

### **Duties**

- In consultation with the senior executive team, contribute to the development, implementation and monitoring of strategic and operational plans.
- Balance well-developed business acumen, stakeholder relations and project management experience to contribute to the ongoing improvement of the organisation's systems, processes and services.
- Be accountable to funding agencies for RACR's suite of Commonwealth and State/Territory and other funded contracts, including coordinating the submission of work plans, progress reports, and financial acquittals in consultation with Director - Finance.
- Demonstrate initiative and independent decision-making skills and generate a sense of optimism and confidence within the organisation through effective relationships with internal and external stakeholders.
- Provide leadership to program support managers to develop and implement contract workplans, as well as monitoring contract performance, to achieve innovative and high-quality contract and performance outcomes. This includes interpreting and explaining contractual requirements, expected service delivery outcomes, and program performance against budgets to directors, practice and program managers.
- Maintain effective communication with direct reports to ensure advice provided and decisions made are well informed.
- In collaboration with the Director - Operations and the Executive Adviser, Practice Governance, share collective responsibility for delivering organisational service delivery objectives, through active engagement and collaboration with staff at all levels in the organisation.
- Model practice leadership across the organisation that is ethical, results driven, restorative, future-oriented and aligned with RACR's values.
- In consultation with the senior executive team, design and implement strategic projects focused on client safety (for example, universal risk screening), implementing new services, client experience as well as operational improvements that remedy underperformance and ensure services are in compliance with all federal and state funding contracts (as well as other funding contracts).
- Establish and maintain internal and external stakeholder relationships to strengthen or expand services, identify and minimise risk, and maximise the service experience of clients.
- In consultation with the CEO, represent RACR business and policy positions at all levels within the organisation, within the sector, with Government and other parties of interest to the organisation, closely working with peak bodies and Relationships Australia's National Office. This includes delivering presentations, attending stakeholder meetings and liaising with community networks.
- Proactively identify funding opportunities and oversee the preparation of expressions of interests, proposals and tender applications to secure ongoing or new funding.
- Work with the senior executive team to plan and implement change management strategies across the organisation as required.
- Ensure compliance with legal requirements, including applicable acts and regulations as well as risk management plans.
- Provide high level effective leadership, management and guidance to staff within the team to foster a high professional standard of client delivery, ensure staff performance is effectively managed, skills are developed, relevant training is completed and objectives are met.
- Comply with all RACR policies and procedures, particularly those relating to the maintenance of a safe and healthy workplace.
- Manage budget within portfolio.

- Perform other duties as requested, consistent with the seniority of the position and in line with the principle of multi-skilling.

### **Selection Criteria:**

#### *Essential:*

1. Postgraduate qualification in social science, management, law or a discipline relevant to the management of a community sector organisation.
2. Demonstrated experience in leading, managing and supervising staff and achieving success against organisational strategic and operations plans.
3. Demonstrated experience in contract administration, including reporting on the performance of a large number of Commonwealth and State funded contracts.
4. Demonstrated experience in identifying and developing new business opportunities and leading the production of successful bids for new funding contracts.
5. Demonstrated ability in managing a multidisciplinary team of technical; research, policy and evaluation; and program support staff using a relational approach. An understanding of, and commitment to, restorative approaches would be very highly regarded along with the ability to think laterally and creatively to manage complex tasks simultaneously.
6. Highly developed written and representational skill and the ability to apply these skills to internal and external policy development and RACR's program of research.
7. Demonstrated experience in planning and successfully managing multiple projects, including change management and program implementation, to tight budgetary, time and quality requirements.
8. Experience at a senior management level including in strategic planning, operational governance, and reporting across diverse and multidisciplinary service delivery environments.
9. Demonstrated experience in networking, influencing and advocacy with government, private sector, non-government agencies and community stakeholders.
10. Demonstrated experience working with diverse cultural communities and knowledge of issues facing Aboriginal and Torres Strait Islander people and culturally and linguistically diverse individuals and communities, including LGBTIQ communities.

#### *Desirable:*

1. Experience in developing, implementing and managing community sector and/or health programs.

### **Special Requirements**

- Must provide current proof of registration for ACT 'Working with Vulnerable People' check and NSW 'Working with Children' check.
- A willingness and ability to travel between RACR's venues across the ACT and southern NSW and to travel to other meetings as required.
- Current driver's licence.
- Capacity to work outside of normal business hours to support RACR services.
- Commitment to mission and values of RACR.
- Understand and embed restorative principles in their work and interaction with others.