



St Francis Social Services

POSITION DESCRIPTION

Chief Executive Officer

St Francis Social Services

St Francis Social Services (SFSS) is a multi-faceted social services agency focussed on helping both at-risk young people and their families and offering welcome, trust and support to asylum seekers and refugees. SFSS operates 2 services. Centre 360 Youth and Family services (C360) is an adolescent counselling and support service based in Paddington. The House of Welcome based in Granville is committed to serving people seeking asylum who are living in the community

Purpose of this Position

The Chief Executive Officer (CEO) is responsible for providing leadership in all matters relating to the ethos, policies, strategies and performance of St Francis Social Services (SFSS) and to ensure that all goals and objectives are achieved. This includes implementation of SFSS Strategic Plan 2022-25.

The CEO is an advocate and promoter of SFSS and publicly represents its purpose and strategic directions.

The CEO works closely and collaboratively with the Board of Directors of SFSS.

The CEO is the senior leadership and management position within SFSS.

Relationships

The CEO is accountable to the Board of SFSS for all operational matters relating to SFSS and for implementation of SFSS's policies and decisions. The CEO is the leader of the Executive Team.

The position of CEO is the primary means through which staff and volunteers are accountable to the Board of SFSS.

Positions reporting to the CEO

- Team Leader-Centre 360
- Executive Manager-House of Welcome
- Office Manager

The CEO has key relationships with the Board, the Executive Team, staff and volunteers, clients and their families and external funding bodies.

In all these relationships, SFSS expects a high standard of professional and ethical conduct and a commitment to the organisation's vision and values.

Duties and Responsibilities

1. Authority

The CEO has authority to take any reasonable action consistent with the values, established policies and approved delegations of authority of SFSS to ensure satisfactory outcomes in all Key Result Areas.

2. Key Responsibilities

2.1 Vision and Values

- Embrace and promote SFSS vision and values throughout the organisation and in the wider community
- Ensure that all activities are directed towards the achievement of, and reflect, SFSS vision and values
- Instigate strategies that ensure the vision and values of SFSS are embedded in current services and future planning activities.

2.2 Leadership

- Provide inspirational leadership to staff and volunteers to achieve SFSS's goals and objectives
- Empower and motivate staff and volunteers by facilitating a supportive and inclusive work environment and focussing on teamwork
- Lead and facilitate the implementation of organisational change management strategies and initiatives guided by the culture and values of SFSS.

2.3 Planning and Policy

- Instigate and lead business planning and policy development that sets clear directions and defines performance outcomes
- Identify emerging issues and opportunities and develop strategies to position SFSS as responsive to changing needs.

2.4 Performance

- Develop and sustain a culture of collaboration and integration that enhances the provision of excellent service and improved satisfaction for clients of SFSS
- Optimise operational efficiencies and synergies across SFSS

- Foster and drive a culture of innovation and continuous improvement
- Ensure operational performance benchmarks are in place, monitored and evaluated, and that they reflect strategic and mission priorities
- Ensure that SFSS financial performance provides long term sustainability and enables planned growth in services to be achieved
- Ensure the financial and resource integrity of SFSS
- Ensure compliance with all civil statutory, regulatory and contractual requirements and canonical obligations
- Apply risk management to all business decisions and processes
- Identify and protect SFSS intellectual property.

2.5 Workforce

- Ensure sustained workforce capability is built through planned recruitment and retention and improved staff satisfaction and engagement
- Ensure that recruitment of staff reflects the diversity of the community and is based on principles of non-discrimination.

2.6 Governance

- Ensure the governance structures and processes in place across SFSS represent appropriate practice for a medium sized not-for-profit organisation
- Work with the Chair of the Board to enable the Board to fulfil its governance function
- Report to, and represent the Board, as required by the Board.

2.7 Stakeholder Management

- Develop external stakeholder relationships and strategies to enable SFSS to respond effectively to current and emerging community needs
- Partner with key stakeholders to influence the broader environment to advance the interests of those who experience disadvantage or are in need
- Represent and promote the capabilities and image of SFSS.

2.8 Other

- Manage the implementation of internal communications systems
- Perform other responsibilities appropriate to the position as required by the Board.

3. Workplace Health and Safety

Promote and maintain Workplace Health and Safety (WHS) and provide for the health, safety, and wellbeing of every employee, volunteer, contractor, client and visitor by

- Ensuring compliance with WHS and workers compensation laws
- Publishing policies and procedures explaining the management approach to WHS
- Ensuring appropriate resources and budget allocations for WHS, training and equipment

- Developing a schedule of maintenance procedures for buildings, plant and equipment
- Developing an emergency plan for SFSS that includes critical incident debriefing and emergency evacuation procedures
- Consulting with employees regarding health and safety issues.

4. Key Performance Areas (KPA)

KPA1: Effective Management of SFSS as indicated by

- Organisation viability and stability
- Organisation behaviour and performance that is consistent with the vision and values of SFSS
- Improved planning and reporting
- Improved integration and simplification of internal operations and processes
- Improved infrastructure support
- Improved performance structure and culture
- Governance structures and processes that are appropriate for a medium sized not-for-profit organisation.

KPA2: Strategic Management, as indicated by

- Strong relationships and partnerships with key stakeholders
- New or enhanced business initiatives, income streams and/or programs
- Effective and workable policies and procedures that are regularly reviewed
- Effective development of existing services
- Compliance with all relevant legislative requirements.

KPA3: Service Development and Innovation, as indicated by

- Commitment to and support of SFSS vision and values
- Progressive and innovative service provision
- Engagement and management of staff and volunteers in the provision of feedback from stakeholders regarding the quality of service provision
- Development and maintenance of strong partnerships with key stakeholders
- Strong advocacy and leadership in the community and within relevant professions and industries on social justice issues and on other matters within SFSS sphere of influence.

KPA4: Sound Internal Management, as indicated by

- Financial viability of SFSS and a developed fundraising strategy
- Accurate and timely financial and compliance reporting
- Performance benchmarks and objectives established and monitored which reflect strategic and mission priorities
- Improved growth and productivity targets for any commercial activities
- Effective management and stewardship of assets and resources

- Statutory reporting requirements met.

KPA5: Effective Internal Systems and Processes, as indicated by

- Continuous Improvement strategies and results
- Efficient information management systems and processes
- Effective risk planning and compliance systems and processes
- Enhanced competence of staff and volunteers
- Succession planning for key roles.

Selection criteria

1. Qualifications

- Relevant tertiary qualifications and/or experience
- Satisfactory National Police Clearance
- Working with Children Check.

2. Individual Characteristics

- Demonstrated capacity and willingness to actively embrace and promote the vision and values of SFSS as a Catholic organisation influenced by the teachings of St Francis of Assisi.
- A passion for social justice
- A personal commitment to customer service, personal learning, and integrity and ethics in leadership and management practice appropriate in a mission-driven organisation.
- Personal and professional commitment to team-work and inspiring and forming team members.

3. Knowledge

- Sound knowledge of key developments and issues facing the not-for-profit sector and of the organisational culture and value systems dominant in not-for-profit and/or church-based organisations
- Sound knowledge of the dynamics of complex organisations including knowledge of contemporary leadership and management principles and practices and statutory, legal and contractual obligations
- In-depth knowledge of the issues affecting young people's mental health and/or the issues affecting refugees and asylum seekers.

4. Skills

- Highly developed interpersonal skills, written and verbal communication skills and a confident and articulate public speaker
- Demonstrated competence in program development and new business delivery

- Strong business and commercial acumen
- Financial and physical resources management skills and the capacity to develop and implement fund raising strategies and build relationships with potential funders
- High level creative and analytical skills
- Proficiency in the analysis, development and implementation of a strategic approach to social policy and organisational design.

5. Experience

- Successful leadership experience at an Executive level within a service-related environment
- Proven experience in the governance of an organisation and effectively working with government agencies
- Proven strategic and operational experience including implementing and driving the strategic plan of an organisation
- Demonstrated change management and continuous improvement experience
- Proven experience in building and maintaining multidisciplinary teams and organisational units to work together effectively
- Demonstrated experience in managing and working effectively with a diverse range of stakeholders
- Experience or knowledge of public advocacy.

The Board of SFSS reserves the right to vary this Position Description in response to the changing need of the organisation