

CEO



• *Prominent, purpose-driven Bendigo enterprise*

Access Australia Group has been supporting people through targeted education, employment and community programs since 1992. With revenue of approximately \$10 million, it has more than 200 staff delivering various employment services, running an RTO, and ensuring the success of a range of social enterprises and programs funded by the NDIS.

Working in partnership with the Board, you will lead the overall strategic and operational initiatives of the organisation, in order to achieve its purpose.

You have a thorough understanding of the governance of a purpose driven, business oriented NGO.

Your leadership experience has given you a strong background in strategic planning, people management, innovation in a rapidly changing environment, resource utilisation and relationship building.

Please view the Position Description on www.brookerconsulting.com.au and send a brief CV (Word format, up to 5 pages) to career@brookerconsulting.com.au or ring Jeremy Wurm on 03 9602 1666, or Barry Vienet on 03 9946 7321, in confidence.

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CEO Position description



Organisation overview

Access Australia Group (AAG) is a not-for-profit organisation that's been supporting people with disability and disadvantage through targeted education, employment and community programs since 1992.

At AAG we believe everyone has a vital contribution to make to the social and economic life of the wider community. Our purpose is to enable that contribution, so that all people can live a satisfying life. We work with the wider community so that people with disability and/or disadvantage can access these opportunities especially through mainstream employment.

Important to AAG is respect for each person, and outcomes that are meaningful to them.

AAG employs over 200 professional staff, including industry experts, teachers, therapists, NDIS specialists, social workers and psychologists who work within our four key divisions:

- **Employment Services supporting hundreds of people into jobs through Disability Employment Services, Transition to Work, EPIC and Jobs Victoria Employment Network;**
- **Registered Training Organisation providing accredited training to students and organisations across Victoria;**
- **Social Enterprises including Access Contractors, PepperGreen Farm and PepperGreen Farm Catering, providing employment for over one hundred supported employees in the Bendigo area;**
- **Social Inclusion including Our Shed and 12 Studio Arts, plus a range of other NDIS funded services and programs.**

The organisation has an annual budget of approximately \$10,000,000.

Mission

To enable people with disadvantage or disability to enhance their life outcomes through open employment, training and other opportunities

Values

- **Quality Service and Best Practice**
We work with passion and commitment to continuously improve our performance.
- **Diversity**
We value and support diversity, believing that every person has a right to be involved in their community
- **Accountability**
We empower individuals to take responsibility for their actions
- **Innovation**
We embrace a dynamic, creative and flexible environment
- **Collaboration**
We seek value through internal and external partnerships

Primary Objective

The Chief Executive Officer (CEO) reports to the Board of AAG. The CEO works with the Board and leads the organisation in the development and delivery of the strategic and operational activities of AAG. This includes:

- delivering its outcomes, with the diverse range of clients, services, programmes and projects;
- setting the standard in modelling AAG values of inclusion, collaboration and innovation;
- understanding the external business environment for AAG, including policy and system changes; and positioning it to take best advantage;
- Knowing and understanding the people you lead to best empower them to achieve together;
- Championing the mission of AAG and ensuring its services are known to relevant clients and agencies.

Major Accountabilities: CEO

Leadership and Planning

- Provide ethical and effective leadership to AAG.
- Lead, manage and develop all staff to achieve the outcomes planned for our clients.
- Work with the Board to develop and implement strategic and annual operational plans for AAG.
- Monitor the external environment in order to position AAG in its market segments to best advantage.
- Develop, communicate and implement innovative effective services that achieve AAG's mission supported by evidence based business cases, risk assessment, marketing strategies and regular reporting.
- Coordinate the service and operational plans of AAG programs, services and projects.
- Enhance and sustain a culture of innovation, learning and improvement by expressing the values of AAG.

Management, Budget and Reporting

- Be responsible for governance, quality assurance and compliance requirements.
- Identify and manage operational risk and develop strategies for managing those risks for consideration by the Board.
- Apply contemporary human resource standards and practices in staff management
- Provide comprehensive advice and lead discussion with the Board about strategic directions, new developments, service changes and performance reporting.
- Prepare, monitor and manage all AAG resources, including capital and operating budgets, staff and assets in delivering the agreed outcomes to the set standards.
- Ensure that all of AAG's financial and other reporting systems function effectively and capture information on a timely basis.
- Ensure that the Board is provided with sufficient accurate information on a timely basis with respect to AAG's performance, financial condition, operations and prospects so as to fulfil the Board's governance responsibilities

- Develop enhanced services, enterprises and business opportunities that will meet the needs of our clients and strengthen the financial sustainability of AAG.
- Negotiate funding, services, contract and commissioning arrangements for recommendation to the Board.

Accountability and Organisational Relationships

- The CEO is the most senior executive of the organisation and their authority to act is encompassed in AAG strategies, policies and instrument of delegation. Where proposed actions or arrangements exceed these parameters then the matter is to be referred to the Board for consideration
- The CEO will take responsibility for the appointment of key executive and management personnel.
- The CEO will inform the Board of all events within their knowledge or awareness which may or will have a material impact on AAG's strategy or operations. The CEO is to develop knowledge and understanding the external environment of AAG, including political, government, business and industry on a local, state and national level.

Judgement and Decision Making

- Demonstrated ability to apply sound judgment and make effective decisions in all circumstances, considering all relevant objectives, budgets, stakeholder impacts and AAG's mission and values.
- The CEO has authority to decide on service and project priorities, within strategic directions, resource allocation and risk framework agreed with the Board.
- The CEO is expected to initiate and respond to new business opportunities and the changing environment with creativity and innovation.
- The CEO will at all times seek to enhance AAG's reputation, respect and standing to all stakeholders.

Specialist Skills and Knowledge

- Demonstrated experience and knowledge in the development, implementation and operation of highly varied services and projects.
- An ability to build and maintain community, Government and other agency partnerships.
- Demonstrated ability to prepare and monitor complex budgets, cash flows and meet accountability requirements.
- Analytical skills in the assessment, preparation and evaluation of strategies and plans.
- Ability to prepare professional submissions and reports for the Board, and funding bodies.
- Knowledge of the relevant legislation and its application to individuals and AAG designated programs and projects.

Interpersonal skills and Competencies

- Highly developed knowledge of self, one's own personal attributes and how to manage these to elicit the best from others.
- Excellent communication skills to listen, persuade and explain, in order to gain input to and promote strategic directions and decisions; resolve conflict, and build AAG's reputation.
- Disciplined and logical thinking, being aware of the impact of emotions and values in decision making.

- Skills in advocating for AAG and people with disability and/or disadvantage at the most senior level.
- Ability to build relationships of trust, with a high standard of personal integrity.
- High level of comfort with change and uncertainty, and the ability to help others become more comfortable.

Key selection criteria

- Experience in a similar multi-service organisation, delivering outcomes for individuals in an environment of personal choice, changing policy regimes, driven by business imperatives and leading staff in innovation, change and responsiveness.
- Well developed skills in strategic and business planning and change management.
- Ability to establish and manage new programs and projects to meet objectives and financial outcomes.
- Thorough understanding of governance requirements for a not-for-profit but business oriented NGO.
- Excellent communication skills, to engage a wide variety of audiences.
- Broad knowledge of the issues, trends and government policies relevant to people with disability and/or disadvantage living fulfilled lives.
- Proven ability to work with a Board in both meeting its governance requirements and making best use of its collective and individual skills and capacity.
- Tertiary qualifications in a field relevant to the objectives, activities and/or customer groups are highly desirable.

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