

Position Description – Chief Executive Officer

Position Title:	Chief Executive Officer (CEO)	Reports To:	Board of Directors
Supervising:	Executive Care Manager; Human Resources Manager; Environmental Services Manager; Admission and Funding Manager; Management Accountant		
Liaises with	Internal - Executive Leadership Team; Senior Leadership Team; Internal Committees; Staff; Residents and their Families External - Legal; Financial; Tax Advisors; Regulators; Partnerships; Community Groups; Industry Reference Groups		

<u>Our Vision:</u>	We are the leading Italian Aged Care Community, focused on recognising and responding to the evolving individual needs of our elderly
<u>Our Mission:</u>	<p>“We understand the uniqueness of the Italian culture and are passionate in delivering high quality care and lifestyle to enhance individual's choice, health and wellbeing.</p> <p>We recognise our responsibility to society and the environment and govern San Carlo to ensure our impacts in these areas are appropriate and sustainable. Continuous improvement is at the heart of everything we do. We actively seek feedback from our residents, their families, staff, and stakeholders and respond accordingly.</p> <p>We are committed to developing our staff, focussing on contemporary and best practice, ensuring that they can respond professionally, reinforcing the aspiration of our Vision.”</p>
<u>Our Values:</u>	<p>Integrity – I always behave professionally and encourage others to do the same.</p> <p>Compassion – I show empathy and support to consumers and their families, striving to address individual concerns with kindness and consideration.</p> <p>Accountability – I do my job to the best of my ability and accept my responsibility that everything I do has and will have an impact on the lives of others.</p> <p>Respect – I value and accept the differences of other people and treat others as I would wish to be treated.</p> <p>Excellence – I strive to achieve the highest standards for residents, colleagues, and visitors in my work environment.</p>

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Position Purpose:	<p>To lead St Carlo home by articulating, role modelling and promoting the achievement of St. Carlo’s Vision, Mission and Values including the delivery of person-centred approaches to care ensuring that services are provided in a way that enhances quality of life to residents, promoting choice, independence, and dignity in their lives.</p> <p>This role will exercise strategic acumen in leading the organisation, ensuring ongoing service growth, continuing financial profitability and the delivery of efficient and effective operational activities. The role will also ensure the design and delivery of quality care and services within excellent built environments that meet client needs and expectations and promotes collaborative relationships with local communities.</p> <p>This role will provide strategic leadership working collaboratively with key stakeholders including the Board of Directors to articulate the organisation’s future vision and deliver its strategic goals. The CEO will also provide strategic advice and insight to the Board on industry changes and developments. This will require sound knowledge of competitor offerings and service developments across the aged care spectrum (including residential aged care, home care and independent living offerings) focused on growing St. Carlo home’s future strategic positioning.</p>
Qualifications and requirements:	<p>Mandatory</p> <ul style="list-style-type: none"> ● Relevant tertiary qualifications <p>Desirable</p> <ul style="list-style-type: none"> ● Post graduate qualifications in Health Administration and/or Business. ● Graduate AICD
Delegation of Authority	<ul style="list-style-type: none"> ● As per Board approved Delegation of Authority Schedule.

<p>POSITION OBJECTIVES</p> <ul style="list-style-type: none"> ● To work closely with the Board in formulating and developing the strategic plan that guides the future direction and strategic goals of St. Carlo home. ● To create, communicate and embed the St. Carlo Home’s strategy and vision and set direction with the support of Senior Leadership Team ● To partner with St. Carlo’s home to ensure that all care services are provided in a way that enhances the quality of life for residents/clients and recognises and respects their right to: choice, privacy, dignity and control in their life. ● To develop and drive the delivery of innovative and inspirational people strategies and programs that underpin the achievement of St. Carlo Home’s. ● To oversee all strategic and operational financial matters ensuring the overall achievement of financial goals and targets aligned to annual budget outcomes ensuring financial sustainability.

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- To ensure that effective risk/safety management and clinical governance frameworks (including complaints management) are in place to ensure compliance with all relevant legislation, minimise the risk of adverse events and risk to reputation.
- To engage with residents and their families in the development, delivery and evaluation of care and services;
- To ensure systems are in place for feedback and complaints from staff and residents and their families

Financial management

- Ensure ongoing service growth, strengthening of financial position and the continuing financial stability of St Carlo Home.
- Recommend annual budgets, forecasts and plans for Board approval that effectively and viably manages Scalabrini Village's resources in accordance with laws and regulations.
- Ensure that all operational activities are performed in accordance with agreed budgets and operating performance is achieved as measured against budget.
- Assess and advise the Board of financial implications and/or considerations associated with strategic initiatives (planned and/or desired) and operational goals.
- Allocate resources and capital, monitoring financial performance and delivering optimal returns.
- Work closely with the financial Team to oversee the redevelopment and maintenance of St. Carlo Home's built environment ensuring that capital funding requirements are well managed and performance is maintained against agreed RAD/DAP targets.
- Ensures that sales and marketing strategies are developed and implemented to deliver agreed sales targets within agreed timeframes.

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<p>Leadership</p>	<ul style="list-style-type: none"> ● Provide visible leadership and management that clearly articulates the values of San Carlo in line with the organisation’s strategic plan. ● Maximising opportunities to provide and expand services by implementing strategic directions set by the Board and reporting progress against the strategies. ● Identify new business opportunities within the scope of San Carlo’s strategic plan and develop sound business plans and present these to the Board for consideration. ● Ensure the alignment between strategy and operations including administrative, direct care, financial, capital developments and facility management. ● Developing and maintaining a vibrant organisational culture, an effective executive management team and establishing sound relationships with all stakeholders. ● Delegate authority to effectively manage services in accordance with requirements of the organisation and in line with strategic plan. ● Work with the executive and senior management team to empower and enable them to fulfil their roles and responsibilities. ● Ensure regular onsite presence at all sites and be the recognised channel of communication between the Board, all staff, volunteers, consumers, their representatives and other key stakeholders. ● Develop and maintain effective teams, engage with and re-build culture, lead efforts to become an Employer of Choice in the sector. ● Lead and participate in effective meetings and lead by example in attending in-service training sessions. ● Pursue ongoing professional development promote the benefits of this to senior management.
<p>Quality Care/Service</p>	<ul style="list-style-type: none"> ● Ensure all activities are conducted in line with legislative and accreditation standards. ● Provide leadership and management strategies which enable San Carlo to retain high quality services in line with the Strategic Plan and consumer expectations. ● Provide oversight of San Carlo’s governance systems and processes to ensure they meet organisational needs into the future. ● Ensure all San Carlo’s activities are conducted within legislative requirements, which includes but are not limited to; Equal Employment Opportunities, OH&S, Aged Care Quality Standards and all legislative requirements pertaining to aged care. ● Champion and contribute to continuous improvement of organisational systems and processes to deliver exemplary care and services at all times.

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Reporting	<ul style="list-style-type: none"> ● Ensure systems and processes are in place to enable the Board to govern and make informed decisions. ● Summarised reports are provided to Directors on all significant activities. ● Financial reports compare actual reports against budget. ● Preparation and publishing of annual reports. ● All statutory financial and/or compliance reports are completed and submitted on time, including ACNC, ASIC ● Ensure all resource and financial investments are managed and reported in a manner compliant with the Boards Financial, Risk and Ethical guidelines.
Communication	<ul style="list-style-type: none"> ● Role model exemplary communication skills that promote delivery of exceptional care and services and psychological safety across all levels. ● Document any required communications with team members. ● Liaise professionally and effectively with relevant stakeholders, both internal and external to achieve strategic priorities. ● Embrace organisational values, work cooperatively and help sustain a respectful workplace.
Compliance	<ul style="list-style-type: none"> ● Be an effective role model in leading compliance with San Carlo’s policies and procedures and act in accordance with San Carlo values at all times ● Demonstrable ability to understand Governance relationships and be able to build trust with Chair and Board.
Work Health Safety	<ul style="list-style-type: none"> ● Comply with the OHS Act 2004 including: ● Take reasonable care to ensure your own safety, not place others at risk by any act or omission, follow safe work practices and procedures, use and care for equipment as instructed, not wilfully and recklessly interfere with safety equipment, report hazards and injuries, and cooperate with San Carlo to meet OHS obligations.

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Key Selection Criteria
<p>Essential</p> <ul style="list-style-type: none"> ● Demonstrable ability to build trust and work successfully with a progressive and innovative board. ● High level strategic planning development skills and ability to execute these plans. ● A sound understanding of the government’s current and future aged care agenda. ● Knowledge of the Aged Care Standards and funding requirements. ● Demonstrated business acumen and experience managing human, financial, operational and physical resource for organisational success. ● A track record of organisational change management, building highly engaged and high performing teams/cultures to achieve business imperatives. ● An ability to foster and sustain an organisational culture of continuous improvement reinforcing San Carlo’s reputation as both a provider and employer of choice in the market. ● Demonstrated ability to develop effective relationships with a wide range of stakeholders, including the elderly, government representatives, funders, business and community partners to achieve strategic goals. ● Sound understanding of governance principles with proven experience as a senior executive in a complex organisation. ● Proven success in achieving commercial outcomes and growth targets on time and on budget and in a sustainable manner. ● Experience working in Human Services in a not-for-profit setting. ● Highly developed written and verbal communication skills, including the ability to represent San Carlo at internal/external meetings. ● Understanding and respect for the religious roots and links of San Carlo to Scalabrinian fathers
<p>Desirable</p> <ul style="list-style-type: none"> ● Leadership experience in Aged Care or highly regulated environments (disability, aged care, social housing etc). ● Experience in leading not for profit or small-scale organisations. ● Experience leading successful capital projects and redevelopments. ● Experience leading successful mergers and acquisitions.

Operational Processes

- Identify opportunities for service improvements that complement and enhance St. Carlo Home’s excellent customer service and experience.
- Formulate policy direction, planning, risk minimisation and quality strategies and provide recommendations to the Board.
- Evaluate and report to the Board the success of St. Carlo’s Home in all relevant areas.
- Maintain strong awareness of the external competitive environment, opportunities for growth, expansion, customers, markets, new standards.
- Represent St. Carlo Home at national, local and community levels including industry groups, national partnerships and local community projects.
- Ensure strong compliance with all external regulatory compliance requirements, within an environment that promotes resident independence, dignity and wellbeing.

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- Ensure that St. Carlo Home’s establishes and maintains effective relationships with universities and tertiary organisations to ensure that the organisation is well positioned to participate in best practice research and innovation projects.

Client Relationships

- Act as the champion of clients, generating insights and developing and implementing strategies to further improve the customer experience framework.
- Establish and nurture collaborative relationships between St. Carlo Home, local community groups and other provider organisations to enhance Scalabrini Village’s positioning and reputation as an excellent service provider including to cultural and linguistically diverse communities.
- Ensure that Scalabrini’s person-centred social care model is embedded within a holistic framework to enhance the organisation’s responsiveness and flexibility to meet the individualised needs of residents and their families.
- Provide opportunities (including customer/resident feedback mechanisms) to elicit formal and informal input and feedback from key stakeholders (internal and external) regarding care models and social environments relating to the customer experience.
- Ensure that expert clinical care advice and support is provided to Leadership and their teams within St Carlo’s agreed service delivery principles that respect the person, enhance choice and decision-making and promote independence and wellbeing.
- Ensure that St. Carlo Home develops its capabilities in caring for people with dementia and at end of life.

Key Performance Indicators
<p>Promote recognition of St Carlo Home’s as a desirable place to work through innovative people and culture strategies that attract and retain talented people. Advocate and promote organisational change related to St. Carlo Home’s mission, vision and values. Provide strategic leadership to the Leadership Team ensuring that appropriate strategies are in place to support their continuing professional development. Demonstrate visible and proactive safety leadership and commitment to achieving Work Health and Safety and Wellbeing excellence and ensure adequate resources to achieve the goals of the WHS system. Coach and mentor direct reports by establishing role clarity, providing consistent and effective team support, and facilitating regular opportunities for formal and informal feedback. Role model St. Carlos Value’s values of justice, compassion, respect and excellence in all workplace interactions with stakeholders.</p> <ul style="list-style-type: none"> • Key performance indicators and measures will be negotiated with the Chief Executive Officer on an annual basis and will be aligned to the Strategic Plan of San Carlo and the organisational context at the time. Key areas will include: <ol style="list-style-type: none"> 1. Positive and Resilient Culture 2. Good Governance

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| <ul style="list-style-type: none"> 3. Client Focus & Service Delivery 4. Financial Performance 5. Strategic Focus & Growth 6. Personal Development |
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I have read, understood and accept the above position description.

Employee Name:		Signature:		Date:	
Manager Name:		Signature:		Date:	

Copy to Employee
 Copy to Personnel File

Completed By: (Initials) Date: / /