**ROLE STATEMENT – CHIEF EXECUTIVE OFFICER (CEO)**

**MANNACARE**

MannaCare is a community and residential aged care organisation focused primarily on serving older people living in the municipality of Manningham.

MannaCare’s aim is to support people to stay in their own homes by providing the widest possible collection of integrated services. MannaCare offers a range of services including residential aged care, home care packages, rehabilitation, allied health, home maintenance, and social support programs, ensuring comprehensive care solutions tailored to individual needs.

MannaCare’s person-centred approach focuses on the care and wellbeing of the individual, and is based on developing relationships built on trust, empathy and respect.

A proudly community-based not-for-profit organisation MannaCare’s team of qualified staff are passionate and committed to providing an integrated and holistic approach to care and well-being.

**POSITION PURPOSE**

Reporting to the MannaCare Board, the role of the Chief Executive Officer is critical to the success and sustainability of the organisation. The CEO is required to lead the organisation to ensure that MannaCare’s operations reflect the vision, purpose, values and goals as agreed with the Board.

MannaCare is currently in a growth phase with a focus on expanding its community care programs. The CEO will play a critical role in leading MannaCare through the next phase of its development.

To effectively carry out the role, the CEO will be required to demonstrate:

* Strategic thinking
* Financial acumen
* Highly effective stakeholder engagement as demonstrated by building and sustaining relationships with key stakeholders in the community, all levels of Government and within the Aged Care industry
* The ability to build an organisational culture that is defined by respect for residents and staff whilst simultaneously emphasising those elements that build a high-performance organisation
* Personal adaptability and expertise in leading organisations through significant change

**KEY RESPONSIBILITIES AND INDICATORS**

The Key Result Areas, Accountabilities and Performance Metrics are reflective of a point in time and presented as a “living document.”. They are relevant to the opportunities, challenges, and legislative and regulatory framework within which MannaCare operates.

Key Result Areas, Accountabilities and Performance Metrics are reviewed regularly to ensure they continue to reflect the circumstances in which MannaCare operates.

| **KEY RESULT AREA** | **ACCOUNTABILITIES** | **PERFORMANCE METRICS** |
| --- | --- | --- |
| Strategic Leadership | * Define and communicate MannaCare’s purpose, vision, strategies and goals * Balance building for the future with managing for the present | * Development of a long-term Strategic Plan in conjunction with the Board * Development of annual Business Plans that operationalise the Strategic Plan |
| Financial acumen | * Ensure the financial sustainability of the organisation * Ensure alignment of the annual budgets with the Strategic and Business Plans * Achieve the appropriate balance between financial performance and the delivery of high-quality community and residential-based Aged Care services | * Provide timely, accurate reports and recommendations to the Board regarding financial performance, operational effectiveness, and emerging risks. * Ability to fund and manage critical projects agreed with the Board |
| Stakeholder engagement | * Develop and maintain strong relationships with Government agencies, industry bodies, community organisations and within the sector * Responsiveness to the emotional and psychological impacts of aging for service users and their families | * + Ability to shape and influence responses to changes in Government policy   + Family and/or service user satisfaction scores   + Involvement in relevant committees |
| People leadership | * Create an inspiring environment where staff are motivated to provide excellent outcomes for internal clients * Encourage all staff to be active in the pursuit of their ongoing professional and personal development * Build a cohesive, effective Executive Leadership Team for the organisation | * Employer turnover * Number of staff with professional development plans * Evidence of succession plans for critical roles |

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| --- | --- | --- |
| Organisational culture | * Foster a positive, collaborative workplace culture * Inculcate a whole of organisation mindset that encourages effective cooperation across departments and/or business units | * Employee engagement/satisfaction scores * Number of projects involving staff from different departments and/or business units |
| Change management | * Develop an adaptability to change mindset at MannaCare * Ensure MannaCare is able to adapt to industry changes arising from changes in Government policy and emerging social, economic and environmental trends | * The creation and implementation of a framework for dealing with change initiatives |

**KEY REPORTING RELATIONSHIPS**

**Reports to:**

* MannaCare Board through the Board Chair

**Direct reports:**

* Chief Operations Officer
* Chief Finance Officer
* Executive Leadership Team

**Key external relationship**

* Related service agencies
* Relevant peak bodies
* Suppliers
* Community groups
* Local, state and federal government bodies
* Relevant media outlets

**Key Selection Criteria**

**Essential Qualifications & Experience**

* Tertiary qualifications in Business, Health, Finance, or a related field.
* Significant senior leadership experience in aged care, health, or a related sector.
* Proven ability to develop and implement strategic and operational plans.
* Strong financial acumen with experience in budget oversight and risk management.
* Experience in leading and managing a large, multidisciplinary team.
* A successful track record of leading major organisation change initiatives.
* Excellent stakeholder engagement and advocacy skills.
* Experience working collaboratively with Boards to set a clear strategy and business focus.

**Desirable Skills & Attributes**

* Post- graduate qualifications in Business, Health, Finance or a related field
* High levels of self-awareness.
* Experience in a not-for-profit or community-based organisation.
* Understanding of the mission and values of MannaCare.