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| Position Title  | Chief Executive Officer (CEO) |
| Division  | Corporate Services |
| Role Reports To  | Board |
| Location  | Campbelltown |
| Tenure | Permanent Full-Time |

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| Our Purpose, Vision & Values |
| FOCUS Connect is a registered, not-for-profit charity that offers practical help and support services to the disadvantaged and marginalised. FOCUS Connect seeks to ensure that our organisation and our services are relevant and accessible. Based on an integrated service delivery system FOCUS Connects programs are specifically tailored through five broad service areas: children, youth, family and aged.Everyone has their own story. We celebrate and value the different experiences, culture, and language of each person in our community. Our strength comes from when we create meaningful connections, encourage engagement and support individuals to live their best lives so they can keep contributing to the community around us. At our core is a focus on getting people the support they need when they need it. Our tailored services are for individual requirements, with a focus on supporting families, parents, youth, the aged, and carers.We focus on you, so you can focus on what matters. |

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| Position Overview |
| The CEO of Focus Connect will be responsible for leading the organization to achieve its strategic vision and objective, as outlined in the strategic plan. This includes delivering high-quality aged care and community services, ensuring financial sustainability, and fostering a client-centric, innovative, and high-performing workforce. The CEO will work closely with the Board to ensure effective governance, operational efficiency and compliance with evolving regulations. |

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| Key Responsibilities  |
| **Leadership and Strategic Oversight*** Provide leadership to the management team to achieve organisational goals across Finance, Human Resources, Quality Risk & Compliance, Aged Care, Community Services, Information Technology, Cybersecurity and Asset Management.
* Act as the primary interface between the Board and management, ensuring bi-directional reporting and implementation of Board directives.
* Translate Board strategic directives into operational plans and ensure timely implementation.
* Collaborate with the Board to set and then execute the organisation’s strategic direction
* Identify opportunities for growth, partnerships, and service innovation.
* Represent the organisation with stakeholders, including government agencies, regulatory bodies, industry partners, donors, and community groups.
* Attend program events, webinars, and trainings to ensure up to date knowledge.

**Governance and Compliance*** Ensure compliance with government regulations, funding contracts, and organisational policies.
* Maintain and oversee key internal governance processes, including risk management, policy reviews, financial oversight and external audits.
* Provide regular updates and reports to the Board, supporting informed board decision-making.
* Board Secretariat Duties:
	+ Coordinate and prepare Board papers, agendas, minutes, and the annual Board calendar.
	+ Ensure the volunteer Board complies with government regulations and conduct onboarding/offboarding processes for the board and members.
	+ Manage member register.

**Operational Management*** Align operational management to operational plan derived from the organisation’s strategic goals and objectives.
* Oversee service delivery to ensure compliance with contractual requirements and quality standards.
* Drive operational improvements, including technology integration and process efficiency.
* Manage infrastructure, IT systems, and key assets to support organisational needs.

**Financial and Funding Oversight*** Develop and monitor budgets to ensure financial sustainability.
* Identify funding opportunities that fall within the organisations program objectives, including partnerships. Submit grant applications for these opportunities that are identified as meeting FOCUS Connect objectives.
* Oversee financial reporting, forecasting, and audits.

**Workforce Development and Culture*** Drive employee engagement and development to maintain a skilled, client-focused workforce.
* Lead the organisations culture to achieve a workplace that meets client and staff measures.
* Lead succession planning and recruitment to attract top-tier talent.
* Promote a culture of collaboration, excellence, continuous improvement and innovation.

**Marketing and Community Engagement*** Oversee marketing, branding, and stakeholder engagement strategies.
* Represent the organisation at industry events and in public forums.

**Asset Management*** Review and approve land, building, and motor vehicle fleet maintenance and usage to meet operational needs.
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| Behavioural Competencies  |
| 1. Visionary, Ethical and Value driven Leadership
2. Stakeholder Relationship Management
3. People Management through Team development
4. Operational Excellence and Problem Solving
5. Resilience and Stress Management
6. Communication
7. Planning and Organising
8. Initiative
9. Valuing Services and Diversity
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| Working RelationshipsInternal and external roles the individual in this position will need to interact with and the nature of that interaction to fulfil the requirements of this role. |
| Key **Internal** working relationships |
| **Person/Service** | **Key purpose of relationship** |
| The Board of FC | Leadership, training, and supervision |
| Team members | Support, sharing of knowledge and ideas |
| FOCUS Connect Management | Build collaborative and supportive relationships |
| FOCUS Connect Staff | Support as required |
| Key **External** working relationships |
| **Person/Service** | **Key purpose of relationship** |
| Clients/Participants | Support, customer service, build relationships |
| Families/Friends and other carers | Build collaborative and supportive relationships. |

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| Position Criteria  |

**FOCUS CONNECT Values, Policy & Procedures**

This position shall ensure commitment to all FOCUS CONNECT Values.

This position shall ensure compliance with all FOCUS CONNECT Policies & Procedures.

I have read the above and understood that it is intended to describe the general content of and requirements for performing this job. It is not an exhaustive statement of responsibilities, duties, and requirements. I understand that this job description does not exclude the Boards authority to add or change responsibilities or duties and understand that the performance of other duties will be required from time to time to meet the company’s needs.

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| **Employee Name** |  | **Signature** |  | **Date** |
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| **The Boards representative** |  | **Signature** |  | **Date** |
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