


Position Title	Chief Executive Officer (CEO)	 PROVIDING ALL LIVING SUPPORTS
Location	Yarrawonga, Victoria	
Classification	Not applicable	
Employment Status	As per employment contract	

PALS is a community focused organisation which strives to support people with disability in northern Victoria to live their best life, through the provision of a range of residential, community and personal support services

The purpose of Providing All Living Supports (PALS) Inc is to provide support services to people with a disability in northern Victoria and surrounds.

Our Vision

A fully inclusive community where all people achieve their potential

Our Mission

Co-ordinate, strengthen and improve services which connect people to their community

Our Values

Belonging, Integrity, Reliability, Respect

Our values underpin our interactions with clients, the services provided, the organisational culture, and the relationships between PALS and clients, families, supporters and the communities in which PALS operates.

Certain behaviours flow from our commitment to these values and together they enhance our workplace culture and inform our expectations of employees.

Position Summary

The Chief Executive Officer (CEO) is responsible for providing strategic leadership and operational management to ensure PALS delivers high-quality, person-centred services aligned with our mission and values. The CEO works in close partnership with the Board to foster a sustainable, innovative, and outcomes-driven organisation.

The CEO leads the development and implementation of strategic initiatives and ensures operational excellence across all areas of the organisation.

The CEO is accountable to the Board in providing overall leadership and management of PALS to:

- Demonstrate that PALS clients and their families receive the best possible support that places them at the centre where preferences, values, dignity and comfort are respected, and quality of life matters most.
- Ensure the provision of best practice supports, characterised by innovation and continuous improvement in services and programs.
- Ensure ongoing commercial sustainability based on sound business principles.

<ul style="list-style-type: none"> • Achieve financial and non-financial outcomes as outlined in strategic and operational plans. • Develop and grow collaborative partnerships with peak bodies, other service provider groups and the community. • Improve PALS capacity to reach people who are wishing to access its services through a responsive model of care, within a quality framework. • Maintain strong engagement with contemporary issues – NDIS funding models, managing external relationships, and a changing legislative and competitive environment. • Propose, develop and implement initiatives beneficial to the organisation in line with the strategic plan and goals. 	
Organisational Relationships	
<i>Reports to</i>	Board
<i>Direct reports</i>	General Manager Corporate Services General Manager Service Delivery
Accountabilities	
Key Results Areas	Key Accountabilities
<i>1. Client outcome</i>	<p>1.1. Safe, timely, comprehensive, quality supports are delivered to clients to meet their needs.</p> <p>1.2. Client satisfaction better than or equal to industry benchmarks.</p> <p>1.3. The model of care meets client needs and expectations within target parameters.</p> <p>1.4. Demonstrated response to national directions and trends in disability support services.</p>
<i>2. Workforce outcomes</i>	<p>2.1. Shape PALS's culture to grow its position as a diverse, progressive, innovative and high-performing organisation.</p> <p>2.2. Role-model PALS's values and champion a values-based leadership approach and client-centred organisational culture.</p> <p>2.3. Foster a culture where the benefits of a healthy and safe workforce are understood, and the actions and obligations to ensure this are seen as non-negotiable.</p> <p>2.4. High levels of employee engagement and alignment demonstrate a common sense of purpose and direction across the organisation.</p> <p>2.5. Lead and develop the senior leadership team to inspire high levels of employee engagement and alignment, instilling a common sense of purpose and direction across the organisation.</p>

	2.6. Achieve agreed targets in position vacancy
3. <i>Strategic outcomes</i>	<p>3.1. Lead, with direction from the Board, the strategic and operational management of PALS.</p> <p>3.2. In conjunction with the Board, lead the development and implementation of the strategic and business plans.</p> <p>3.3. Ensure the optimal use of PALS's resources for both current and future needs, in line with maximum efficiency.</p>
4. <i>Financial outcomes</i>	<p>4.1. Achieve sustainable financial performance through revenue growth and cost control.</p> <p>4.2. Financial performance achieves budget targets.</p> <p>4.3. Effective internal control systems are maintained.</p> <p>4.4. Capital and financial resources are managed effectively to achieve PALS's strategic and operational objectives.</p>
5. <i>Business performance</i>	<p>5.1. Operational performance achieves productivity targets, managing resources effectively and efficiently.</p> <p>5.2. Compliance is maintained with all regulatory and contractual obligations.</p> <p>5.3. The Board is kept informed of occupational health and safety, risk management, industrial issues, NDIS requirements and statutory regulations.</p> <p>5.4. Internal policies are aligned with legislative and regulatory changes.</p> <p>5.5. Operational policies and procedures are routinely reviewed and developed in response to changing needs and best practice.</p> <p>5.6. Operational policies and procedures are fully implemented through all levels of PALS.</p> <p>5.7. Accurate and timely preparation of statistical and financial reports, including budget and annual reports, in accordance with legislative obligations, funding requirements and best practice.</p> <p>5.8. Lead and promote a culture of continuous improvement.</p>
6. <i>Collaboration</i>	<p>6.1. Strong and productive external relationships are maintained, including NDIA and peak bodies to identify national, state, regional and local directions and trends in disability support.</p> <p>6.2. Develop effective relationships with key external stakeholders, including targeted and appropriate leaders in the community and contribute to the positive position of PALS in the service area.</p> <p>6.3. Develop and maintain a strong and effective working relationship with the Board.</p> <p>6.4. Relevant, accurate and timely information is provided to the Board that supports and informs sound governance.</p>

	6.5. Collection and monitoring of data is aligned with mandatory and organisational requirements.
Qualifications	
<i>Essential</i>	<ul style="list-style-type: none"> • Tertiary qualifications in a relevant health or human services field. • Additional qualifications in business, leadership, or management
<i>Desirable</i>	<ul style="list-style-type: none"> • An additional tertiary qualification and/or experience related to the provision of disability supports. • A recognised qualification in corporate governance or equivalent.
Skills, Knowledge and Experience	
<i>Essential</i>	<ul style="list-style-type: none"> • Minimum 5 years' experience in a senior leadership role, preferably within the health, community services, mental health or disability sectors • Strategic thinking, and successful application of strategic change. • An outcomes-focus, including how this has been embedded into an organisation's systems and processes. • Understanding of the impact of NDIS services on people with disabilities and their families. • Commitment to a rights-based approach to disability service delivery • Understanding of client needs in the context of a community or family structure. • Understanding of what it means to deliver person-centred care/support. • Prior experience in managing a budget, strategic planning, governance and financial reporting. • Ability to lead staff to optimise organisational performance, • Understanding of Disability Housing and residential including issues and risks. • Strong skills in developing and maintaining relationships with participants, staff and key stakeholders and networks • Compassionate and treats all people with dignity and respect • Agile and able to lead through change • Able to advocate effectively for participants, their families and friends, based on their choices

	<ul style="list-style-type: none"> • Self-motivated with the capacity to recognise own strengths and weaknesses. • Strong written and verbal communication skills. • Appropriate IT skills • Prior experience working closely with a Board or Management Committee.
<i>Desirable</i>	<ul style="list-style-type: none"> • Understanding of the NDIS market environment and NDIS service models • Lived experience of disability and the NDIS • Understanding of elements of client experience in personal service context • Demonstrated understanding of marketing, communications and service promotion • Experience of workforce management and industrial relations. • Demonstrated ability to lead a socially inclusive workplace/ethos in a culturally diverse community. • Demonstrated ability to lead a not-for-profit organisation. • Demonstrated understanding of fundraising and corporate sponsorship. • Experience in the community health sector.
Additional requirements	
<p><i>Chief Executive Officer</i></p> <ul style="list-style-type: none"> • Current NDIS Worker Screening Check or willingness to obtain prior to commencement. • Current Working with Children's Check or the willingness to obtain prior to commencement. • AHPRA registration (if applicable to professional background). • Not disqualified from acting as a responsible person for a registered charity (per ACNC requirements). • Valid Victorian driver's licence. <p><i>All PALS Staff</i></p> <ul style="list-style-type: none"> • All PALS staff are expected to: • Demonstrate behaviours and attitudes consistent with the PALS Values and Code of Conduct. • Demonstrate honesty, respect and courtesy in their interactions with others. • Comply with legitimate management directives at all times. • Adhere at all times to PALS policies and procedures. 	

- Comply at all times to the legal and professional obligations and requirements applicable to PALS.
- Maintain PALS's commitment to the principles of equality and non-discrimination.
- Actively participate in continuous improvement, risk management and quality assurance activities.
- Maintain professional demeanour and appearance and represent the organisation in a positive manner throughout the period of employment.

Acknowledgement

Chief Executive Officer

I have read the above position description. I understand the accountabilities of the role and agree to comply with the requirements of this position.

I acknowledge that it may become necessary to modify/change these position responsibilities from time to time.

Name:

Signature:

Date:

Approval

Board Chair

Name:

Signature:

Date: