

## Riverwood Community Centre

<b>Position:</b>	<b>Chief Executive Officer (CEO)</b>
<b>Classification</b>	SCHCADS Award Level 8 – Above Award
<b>Fixed term contract</b>	2-years fixed term (renewable) contract
<b>Hours</b>	Fulltime 38 hours per week
<b>Report to</b>	Board of Directors
<b>Responsible for</b>	Leadership and operational management of the organisation to ensure its quality, sustainability, funding and viability
<b>Direct Reports</b>	Manager Corporate Services Manager Child, Youth and Family Manager Aged and Disability Services
<b>Review:</b>	Quarterly Performance Reviews with Board

### WHO WE ARE

Riverwood Community Centre (RCC) is a not-for-profit community-based Neighbourhood Centre in the heart of Riverwood's diverse community, with an outstanding reputation for working with and for the local community. With more than 40 years' experience, RCC is a leading community organisation that supports change for individuals, families and community groups through a wide range of programs. These include Children's Services, Family Support and Youth Services, NDIS support, Aged Care Services and Community Development and are provided within a caring and inclusive environment so that community members can actively participate in decisions that affect the quality of their lives. The Centre's focus is on supporting vulnerable people within a culturally diverse and lower socio-economic community.

### OUR MISSION AND VALUES

The mission of the Riverwood Community Centre is: to pursue a future for all that embraces diversity and encourages sustainable strategies that support the most disadvantaged in our community; and to use a variety of approaches, tools and technologies to meet and support people in the ways that suit them best and that is professional, respectful and effective. Our ultimate aim is to provide assistance to anyone in our community in need. This assistance includes practising community advocacy, empowering individuals, local auspicing and partnering with community groups. We recognise that our approaches will differ in response to the people or situations involved, including centre-based or outreach responses.

This mission is supported by core values including:

- Integrity
- Community
- Teamwork
- Respect
- Inclusivity
- Compassion

RCC is a Company limited by guarantee, governed by a voluntary and community-based Board of Directors who are fully committed to the local community. RCC currently employs 64 staff, supported by an active and diverse volunteer team.

## THE CHIEF EXECUTIVE OFFICER

### The Role Purpose and Emphasis

The Chief Executive Officer (CEO) is accountable to the Board for the effective overall management of Riverwood Community Centre (RCC) and responsible for ensuring RCC's effective operations in accordance with the organisation's vision, values, and purpose documented in the Strategic Plan. Working closely the Chairperson, and using sound management principles, the CEO ensures RCC complies with relevant legal, regulatory, quality and funding body requirements. The CEO has responsibility for financial strength, sustainability and risk management of the organisation; the provision of high quality and integrated services to the community and the strategy of auspicing local community groups and organisations.

This is a leadership role that provides quality advice to the Board, as well as being responsible for the day-to-day operations of RCC and providing leadership, direction and support to a small Senior Management Team, staff and volunteers. This position will work collaboratively to create a positive workplace culture that values diversity and inclusion in pursuit of quality outcomes for all. A key focus for this leadership role is implementation of the Strategic Plan, identifying partnerships and leading innovation and creativity to enhance services and sustain RCC as the leading community centre at the heart of Riverwood into the future. The CEO will work within the organisation's constitutional and policy guidelines and act ethically, with integrity and honesty in all aspects of the role. The capacity to build and maintain quality relationships is highly valued and is a key expectation of the role.

### Key Responsibilities

#### Leadership

- Provide leadership to develop and continually reinforce the vision, purpose, values and sound management principles of the organisation
- Develop professional working relationships and represent the organisation in accordance with its values and goals with staff, volunteers, community members, funding bodies, government and regulatory bodies, other stakeholders and RCC membership

- Foster ethical and responsible management decision-making and support staff, where appropriate, to have input into decisions which affect them
- Promote a welcoming work team culture with RCC, including establishing a successful positive relationship and professional approach between the Board, Managers, staff and volunteers while upholding respect loyalty, transparency, honesty and integrity at all times
- Promote a culture of mutual trust where everyone works together to achieve common aims and ensure staff and volunteers are managed in accordance with the values of the organisation and appropriate awards
- Ensure all staff are actively encouraged and enabled to undertake relevant professional development

### Strategic Planning

- Implement the Strategic Plan and be responsible for delivering on the Strategic Plan's key focus areas
- Provide regular reports to the Board to ensure progress towards meeting the strategic objectives
- Identify, investigate and pursue new growth and partnership opportunities that align with RCC's strategic direction

### Operational Management

- Lead and effectively manage the daily operations of the organisation in accordance with the Delegation Matrix
- Ensure that the organisational structure, policies and procedures support quality service provision, risk management and regulatory compliance in a way that enables all staff and volunteers to work effectively, efficiently and harmoniously
- Maintain and review, with the Board, an appropriate Senior Management Team structure to ensure the optimal operation of the organisation within financial constraints
- Develop and maintain a strong organisation with the appropriate people and positions to effectively implement the Strategic Plan and Operational Plans
- Provide leadership and oversight for the delivery and quality of all services, programs and activities
- Ensure that operational infrastructure, systems and human resource structures are in place to effectively and efficiently manage the organisation's resources in keeping with the vision, purpose and Board-approved policies, budgets and delegations

### Financial Management

- Monitor and review, with the Senior Management Team, the financial performance and operations of the organisation
- Ensure regular reporting and accountability requirements of funding bodies are met
- Identify opportunities for increasing organisational income and resources including preparing and implementing funding submissions
- Oversee the development and implementation of sound financial management practices including ensuring implementation and maintenance of appropriate internal controls with staff at all levels
- Ensure the preparation of budgets by the responsible Manager, development of adequate financial records and provision of regular reports to enable the Board to meet its obligations

- Monitor and review budgets, expenditure, revenue and financial reports
- Develop an annual operating plan and financial budget that supports RCC's long-term strategy

### Governance

- Ensure the Board is provided with timely, accurate and strategically relevant reports on key governance matters
- Meet with and communicate regularly with the Board Chairperson and other relevant Board members to ensure the Board is provided with the information necessary to fulfil its governance responsibilities
- Ensure the organisation has appropriate governance policies in place and that these are regularly reviewed by the Board
- Organise relevant and up-to-date training and workshops for the Board to further support their Governance role
- In conjunction with the Board ensure effective succession strategies are in place for CEO and key staff positions
- Support the Board to set standards for the organisation including working to and abiding by RCC's Governance Charter

### Risk Management

- Develop and maintain a Risk Management Plan with which to establish and maintain a risk aware culture that ensures that risks are identified, managed and reported to the Board
- Ensure appropriate operational practices and procedures are developed, implemented and maintained
- Take all reasonable steps to provide a positive, safe, and healthy workplace in accordance with WHS legislation and the organisation's policies

### Community Engagement and Partnerships

- Regularly review and assess the community's needs to:
  - Ensure the organisation's programs are targeted to address current needs
  - Ensure that clear strategic and operational goals and objectives reflect the community's identified needs
- Develop, promote and enhance relationships and partnerships with other community organisations for the benefit of the community and to achieve integrated service delivery
- Support, empower and advocate for local individuals and aspiring community groups, providing a voice to all levels of Government in order to address community concerns and hopes
- Maintain and enhance the reputation of Riverwood Community Centre with the community, partners and external stakeholders

### Continuous Quality Improvement

- Promote the pursuit of excellence and continuous quality improvement through developing a culture, supported by the Senior Management Team, where mistakes are welcomed as opportunities to learn, and improvements are reported regularly to the Board
- Provide an annual review to ensure that services are accessible, high quality, flexible and relevant to the needs of the community

## The Attributes of the CEO

### Essential Criteria

- Commitment to and demonstrated experience in enacting the core values of Riverwood Community Centre
- Relevant tertiary qualification in Social Science, Social Work, Community Services, Management or related discipline and relevant experience in a community-based organisation
- Extensive experience in a senior management role in a not-for-profit organisation, including outstanding organisational, leadership and listening skills and reporting and providing high-level advice to a Board of Directors
- Highly developed financial and risk management skills, with proven ability to write successful funding submissions and comply with relevant legal, regulatory, quality and funding body requirements
- Proven ability to provide strategic leadership, oversee HR functions and offer direction with teams within a large organisation and oversee delivery of innovative, quality services, programs and activities
- Demonstrated commitment to principles of social justice and values of diversity and inclusion with disadvantaged communities
- Proven ability to build a welcoming, inclusive organisational culture, to effectively manage people guided by performance management principles, when necessary, and a commitment to continuous quality improvement
- Outstanding relationship building capacities including excellent interpersonal, communication and negotiation skills with a demonstrated ability to effectively collaborate with staff, volunteers, Board members, diverse community members, stakeholders, partners and all levels of government
- Current Working With Children Check and willingness to undergo a Police Check

### Highly Desirable Criteria

- Previous community experience working in a Neighbourhood Centre or similar with culturally diverse, disadvantaged communities
- Previous experience at CEO and / or Board level
- Knowledge of Aged Care Services and / or NDIS and / or Targeted Early Intervention Programs
- A community language

## Key Performance Indicators

The CEO's Key Performance Indicators (KPIs) are reviewed on an annual basis by the Board of Directors. The KPIs for 2021-2022 include but are not limited to:

- Financial Management within the budget approved by the Board of Directors

- Ensure implementation, monitoring and annual review of Strategic Plan 2021-2023
- Ensure development, implementation and review of annual Operational Plans
- Provide leadership for the organisation that promotes:
  - Community focused outcomes
  - Continuous quality improvement and risk management
  - Innovation and creativity
  - Highly effective people management
  - Organisational values

**Please refer to additional documents including:**

- RCC Strategic Plan 2021-2023
- RCC Organisational Chart
- RCC Annual Report