

POSITION DESCRIPTION



Position Summary	
Role Title	Deputy Chief Executive Officer
Reports to	Chief Executive Officer
Award	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)
Classification	Level 8 Pay Point 3 (plus over award allowance), plus 11.5% superannuation
Employment	Full time - Fixed Term Three Years
Location	Lakes Entrance office with responsibility to work from additional sites as required to meet operational needs.

Our vision

Aboriginal people enjoy their culture, family, work and community life in a safe environment free from violence.

Our mission

Prevent and eliminate family violence so that individuals, families and our communities can live free from violence. We do this through wrap-around services and programs that support healing and cultural

Cultural statement

- Aboriginal and Torres Strait Islander peoples have the oldest continuous cultures in the world.
- YWAHS celebrates and takes pride in the rich spiritual connection, cultural values and practices of Aboriginal and Torres Strait Islander peoples.
- We celebrate the significant contributions made and cultures shared to enrich all communities.
- We acknowledge and respect the special place of the Traditional Owners.
- We appreciate and value the opportunity to live, work and thrive on their lands.

Our principles and values

SELF DETERMINATION A fundamental principle and practice that supports the exercise of true freedom. Full and total control of Aboriginal and Torres Strait Islander peoples' safety, healing, connections to land, country, culture, communities, and futures.

FREE FROM VIOLENCE Everyone has the right to live free from family violence and the fear of family violence.

CULTURAL RESPECT Recognising the cultural diversity that exists among our staff, clients and their families. Respecting the rights, views, values and expectations of Aboriginal and Torres Strait Islander peoples.

HOLISTIC APPROACH Encompassing the wellbeing of an individual, family and community. Recognising not only the physical but the social, cultural, spiritual, emotional and environmental influences of health and wellbeing.

INTEGRITY, TRUST and HONESTY in all our activities. Treating everyone equally, with courtesy, honesty respect and fairness. Being non-judgemental and modelling ethical behaviour and practice.

ACCOUNTABILITY and PROFESSIONALISM Commitment to delivering safe and professional services to the community. Ensuring cultural appropriateness. Respecting personal and diverse boundaries and practices. Delivering outcomes for clients, community and the organisation.

COLLABORATIVE RELATIONSHIPS with our clients, community, partner agencies, governments and stakeholders to ensure coordination.

KINDNESS, COMPASSION, COURTESY and DIGNITY in our relationships with our clients, our stakeholders and with each other. Valuing the diversity of people and showing proper regard for their interests and **HUMAN RIGHTS**.

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Role Purpose

The Deputy Chief Executive Officer reports to the Chief Executive Officer (CEO) and, as a member of the Executive Management Team, is a key contributor to the strategic direction and future growth of YWAHS.

They provide support to the CEO for the operations, service delivery, sustainable growth and financial performance of the organisation.

They provide support to the CEO for the management, implementation, coordination and delivery of our three-year strategic plan.

A key part of the Deputy CEO position is the oversight of key operational portfolios, to build collegiality and a sense of belongingness within and across organisational teams, and foster a flourishing workplace culture that promotes the values of YWAHS.

As an Aboriginal community controlled organisation, the position requires a deep appreciation and respect for Aboriginal people and ability to promoting their values of culture and community. This role will have capacity to represent the organisation in a range of forums with the ability to influence and collaborate with stakeholders at all levels.

Key Accountabilities

Strategic Leadership

Responsible for leading the delivery of quality services in line with identified community needs and the organisation's mission and values and actively involved in:

- Works in partnership with the CEO to implement and maintain the strategic plan and business objectives for YWAHS.
- Being an active member and contributor of the YWAHS Executive Management Team (EMT).
- Monitoring/ reviewing YWAHS operates consistent with key policies, corporate governance and risk management.
- Seeking opportunities to grow the business through strategic partnerships and funding arrangements aligned to the strategic priorities by fostering partnerships with external providers and stakeholders.
- Supporting the CEO to provide leadership, direction and co-ordination for YWAHS's budgeting and forecasting processes including financial planning, modelling, reporting, analysis and make informed recommendations to the CEO.
- Ensuring services are continually improved and are responsive to individual and community needs.
- Supporting the ongoing positive profile of the organisation within the community, with other providers and funding authorities.
- Working with the CEO and the EMT to ensure the delivery of high-quality services in line with legislative requirements.
- Working with the CEO and the Finance team to ensure YWAHS operates within budget, meets service targets and other requirements set by funding authorities.
- Working collaboratively with all staff to support the annual planning and development of YWAHS through staff and partnership development and the identification of service growth and gaps.
- As required, attending monthly board meetings and submit reports.

Service Planning, Development & Review

- Support the executive team to plan, implement and manage Indigenous Family Violence projects and activities within the East Gippsland region.
- Monitor the successful delivery and completion of projects within time, resource and budget parameters.
- Contribute to the strategic development of YWAHS.
- Responsible for the preparation of all reports, evaluations, annual plans and statistics as required of the program.
- In collaboration with EMT continue to identify community needs, identify service gaps and recommend strategies and programs for meeting identified needs.
- Support the executive team to undertake and promote research and development of Yoowinna Wurnalung Healing Services programs within the organisation.

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- Work collaboratively with service networks to enhance/integrate services within the region.

Finance & Resource Management

- Work with the CEO, Finance and Clinical teams to ensure accountability requirements funding authorities agencies are met.
- Working with the Executive team Seek additional funding for family violence and healing services.
- As part of the EMT, maintain and oversee annual planning and review framework for the service delivery.
- Identify funding sources and opportunities for income generation to support the development of services consistent with the organisation's objectives.

Policy and Governance

- Working in partnership with the EMT to manage the documentation of organisational governance requirements and the setting of annual performance targets across the business.
- Oversight to ensure all risk, governance and compliance requirements are met and managed in accordance with local, state and federal requirements.
- Ensure that all policies and procedures are reviewed in a timely manner in line with statutory requirements.

Leadership

- Provide leadership, support and guidance to key operational portfolios, with a focus on effective people management, planning, budgeting, resource management and performance monitoring to maximise the outcomes achievable by these teams.
- Maintain and support a culture of engagement and success through leadership and management of YWAHS staff, including staff development and training, compliance with Workplace Health & Safety and Equal Opportunity legislation and the development of best practice productivity, industrial relations and environmental initiatives linked to the YWAHS Code of Conduct policy.
- Support managers to ensure supervision and performance review structures and processes are undertaken and appropriate to the needs of all staff and volunteers.
- Work with the CEO to maintain appropriate performance standards and accountability requirements for services and programs.
- Support Managers to contribute and deliver the annual Operations Plans.

Service Delivery and Program Management

- Continue to maintain strong partnerships with a range of Indigenous and mainstream service providers.
- Ensure service responses, program and activities are designed to meet the cultural, economic and social needs of indigenous people in the East Gippsland region.
- Work with EMT to ensure program outcomes are established and delivered.
- Work with the EMT to ensure achievement service targets and deliverables.
- Work with the CEO and EMT on developments and trends which would jeopardise the organisation's ability to meet service targets and recommend, plan and initiate appropriate action.

Education & Professional Development

- Work in partnership with the Training Coordinator and Human Resources Manager to develop strategies for ensuring that staff have appropriate skills for implementing best practice in YWAHS.
- Promote the involvement of staff and volunteers in continuous professional development.
- Maintain personal professional knowledge, skills and registrations and contribute to the training and development program of the organisation

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Quality Improvement

- Ensure practice standards are developed and maintained.
- Seek opportunity for complimentary service development and funding.
- Work with other senior staff to develop and meet the strategic objectives of YWAHS
- Work collaboratively with the EMT and other managers to review systems and process for improvement.
- As part of the EMT, ensure business systems and process meet the organisations changing needs, and make recommendations for continuous improvements.

Public Relations & Community Liaison

- Provide Advocacy, community education and public awareness on relevant issues.
- Actively identify opportunities to represent and promote the organisation and its Yoowinna Wurnalung Healing Services within the community, to other services and funding authorities.
- Provide information and resources to community groups and organisations on Yoowinna Wurnalung Healing Services.
- Facilitate and support community involvement and use of the organisation's services, programs and facilities.
- Seek opportunities to integrate and include clients and consumers in the activities and services of the organisation and in service planning and improvement.

Other employee requirements

Quality and Risk Management

Actively participate and incorporate continuous quality improvement and sound risk management principles to all aspects of the role and in accordance with YWAHS policies.

Workplace Health and Safety (WH&S)

- Ensure a safe working environment is maintained for all YWAHS staff and clients.
- Ensure all WH&S processes and procedures are adhered to.
- Ensure all safety signage is in full view and in a language that is clear and precise.
- Ensure risk assessments are completed and authorised prior to the commencement of activities.

Cultural Diversity

Actively participate in a continuous process of developing cultural competence by broadening knowledge of and respect for diverse individuals and communities, with particular emphasis on the Wellington and East Gippsland demographic.

Teamwork

Work proactively with all members of the YWAHS Team in supporting the organisations aspirations and its strategic aims.

Other

May be required to perform other duties not specified within this document but commensurate with their classification, experience, and skills.

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Required knowledge and skills (key selection criteria)

Education & Experience

- Qualifications in business or management in a relevant health or community services field would be highly regarded.
- Experience in the provision of leadership of community-based services.
- Understanding of social issues affecting Aboriginal communities within the local region.
- Experience in consulting with the Aboriginal people, communities and relevant stakeholders
- Experience in developing community programs or willingness to develop skills in creating and evaluating programs and services.

Essential knowledge and skills

1. Extensive knowledge of Indigenous Family Violence Strategies, policies and initiatives, including a sound knowledge of East Gippsland Indigenous communities and heritage.
2. Extensive experience and outstanding record of achievement at a senior level in establishing, improving and maintaining service and performance standards.
3. Demonstrated experience in providing high level, solutions focused advice and support to executive management and a board, including strategic and governance related matters.
4. Excellent communication and interpersonal skills with community members, Government and community representatives. Capacity to represent YWAHS in a range of local, regional and state forums, and to liaise, negotiate and influence at the highest levels.
5. Demonstrated ability to work cross-functionally and collaboratively as a part of a strong and cohesive senior leadership group.
6. Demonstrated strategic planning expertise with highly developed conceptual, analytical, and problem-solving skills.
7. Highly developed level of knowledge and significant experience in project management and understanding of contemporary project management practices.
8. Sound knowledge of culturally appropriate human resource management.
9. Demonstrated ability to prepare and present detailed and comprehensive reports, briefs, submissions and correspondence.

Mandatory role requirements

- Current satisfactory National Police check
- Valid Working with Children check (WWC)
- Current Victorian Drivers Licence
- Travel between sites will be required
- COVID Vaccination (3 doses)

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Job Demands Checklist

YWAHS endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency Definitions

I	Infrequent	Activity required occasionally, not necessarily all shifts
O	Occasional	Activity required occasionally, not necessarily all shifts
F	Frequent	Activity required most shifts, up to 50% of the time
C	Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
N/A	Not applicable	Activity not performed

Normal workplace aspects of the role		Frequency				
Demands	Description	I	O	F	C	N/A
Sitting	Remain seated to perform tasks				X	
Standing	Remain standing to perform tasks		X			
Walking	Periods of walking required to perform tasks			X		
Bending	Forward bending from waist to perform tasks		X			
Kneeling	Remaining in a kneeling position to perform tasks		X			
Lifting/Carrying	Light lifting and carrying		X			
Lifting/Carrying	Moderate lifting and carrying - e.g. trolleys, tubs, car seats, shade structures, eskies. Lifting/moving tubs of materials & equipment in/out of cars and from store to activity rooms for activities.		X			
Lifting/Carrying	Assisted lifting (lifting with assistance from another person) – e.g. shade structures, eskies	X				
Lifting/Carrying	Level of fitness required for physical activities such as moving trailer and attaching and detaching from vehicle					X
Driving	Driving to and from activities across the region and transporting equipment and passengers	X				
Climbing	Ascending and descending ladders					X
Pushing/ Pulling	E.g. Moving trailer and attaching and detaching from vehicle.					X
Repetitive	Use of keyboard, typing, entering data etc.		X			

I confirm that I have read and understood this position description and believe that I am able to carry out the requirements of this role safely and effectively and that the conditions and requirements therein form part of my contract of employment.

X
Employee signature

X
Employee name (Printed)

Date: