

POSITION DESCRIPTION

Chief Executive Officer Carers Australia

Application Process:

To apply for the position please provide your resume and a covering letter outlining your expertise and interest in this opportunity by no later than Sunday 8th March 2020.

Applications can be sent to applications@cantlie.com.au *Job Ref: 5075*

You will receive an acknowledgement email confirming receipt of your application, if you would like to follow up please call 02 6239 7755

For further information contact:

Keith Cantlie on 02 6239 7755 or keith@cantlie.com.au

Chief Executive Officer

Position Description

Organisational Context

Carers Australia is the national peak body representing Australia's unpaid carers, advocating on their behalf to influence policies and services at a national level, continually working to build awareness of Carers needs and represent their interests.

We work actively to identify and research emerging issues, gather evidence to enable prosecuting the position of carers and promoting their long term interests across Australia. Through our established relationships and networks we pursue opportunities to represent Carers interests with Government and policy makers across the political spectrum through key meetings, forums and advisory groups.

To delivery on this vision we work proactively and collaboratively with our key state and territory carer associations and other Commonwealth funded Regional Delivery Partners.

For further information visit <https://www.carersaustralia.com.au/about-us/>

Our Vision

An Australia that values and supports the contribution that Carers make both to the people they care for and to the community as a whole.

Our Purpose

We work to improve the health, wellbeing, resilience and financial security of Carers and to ensure that caring is a shared responsibility of family, community and government.

Our Current Strategic Priorities

- *Advocacy for all Carers* - Effective engagement with all sides of politics and other peak bodies, achieving greater organisational reach and authenticity and effectively influencing all relevant stakeholders to the benefit of unpaid Carers.
- *Raising awareness of Carers* - A greater awareness among all Australians of the issues faced by unpaid Carers achieved via engaging social media content and the ongoing effectiveness of National Carers Week.
- *Delivery of Carer initiatives* - Continue to successfully deliver initiatives to the benefit of Carers, such as the Young Carer Bursaries and Peer Support Network.
- *Collaboration with members* - Effective collaboration at all levels of the state and territory Carers Associations to ensure effective working relationships and continued delivery of results.
- *High performing organisation* - Carers Australia continues to be recognised as a trustworthy and financially viable organisation with all financial and reporting obligations met.

Position Overview

The Chief Executive Officer is responsible to the Board of Directors in delivering on its defined strategic direction, and reports directly to the Chair and Board Members.

As Chief Executive Officer you will be responsible for managing the strategic and business requirements of Carers Australia including responsibility for the management of day-to-day operations, with the core aim to enhance the reputation of the organisation and ensuring it continues to contribute to the vision that Australia values and supports the contribution that Carers make both to the people they care for and to the community as a whole.

Advocating and representing Carers Australia with government, business, the community and other peak bodies and guiding the development of policy priorities, whilst establishing and maintaining critical member and stakeholder relations including effectively managing any related funded programs and contracts.

The successful candidate will have clearly recognised leadership and high level relationship skills with a demonstrated commitment to the role of Carers in our community, relating well to the “for purpose” environment, as well as having strong business acumen, a hands on approach and an ability to lead a small team working with a diverse valued member/stakeholder group.

The Chief Executive Officer will carry out these responsibilities in accordance with the directions and policies established by the Board of Directors, as well as being committed to the values and purpose of the organisation.

Key Accountabilities

Strategic Leadership

- In conjunction with the Board, develop and implement the strategic plan for Carers Australia to achieve its goals in relation to improving the health, wellbeing, resilience and financial security of Carers and ensuring that caring is a shared responsibility of family, community and government. Strongly advocating in the public arena, in collaboration with key stakeholders leading the development of national policies and programs that positively impact upon Carers.
- Build awareness and influence in the community, government, business and other peak bodies with a view to improving the lives of Australian Carers, effectively promoting the work of Carers Australia, State/Territory Carer Associations and actively communicating activities to the broader member group and stakeholders, including building community commitment to the goals of Carers Australia.
- Represent the organisation at stakeholder meetings, government, public forums and with the media to advocate policy positions of Carers Australia and its members, enhancing and building on the established reputation of Carers across the community. This includes management of the organisation’s corporate image and public profile, establishing and maintaining links with key state and territory carer associations and other Commonwealth funded Regional Delivery Partners.

Stakeholder Engagement

- Develop and enhance national partnerships with all stakeholders particularly State and Territory Carers Associations to achieve strategic goals, working to aggregate content including evidence, information, anecdote and political advice to reflect an agreed position to key stakeholders and the broader community.
- Liaise and network with members and other stakeholders to identify, assess and develop evidence based policies, positions and solutions to support the achievement of strategic objectives, harnessing the sectors intelligence as the national catalyst bringing together a strong cohesive voice representing all carers.
- Foster positive relationships and strong links with members, supporting organisations, government bodies and the broader community. This includes actively advocating on behalf of the organisation and its members in relation to policy development, funding/revenue streams and the development of key services and solutions that clearly support Carers across the community.
- Leading and preparing a broad range of material to support the promotion and advocacy position of the organisation including policy documents, media releases and other communication documents.

Organisational Management

- Oversee the effective management of finances, assets and work to improve the financial sustainability of the organisation, including compliance with legal obligations in relation to the delivery of any programs (as appropriate).
- Ensure ongoing development of revenue streams that support future organisational growth. This includes growing and maintaining sponsorships/income streams and managing financial resources to enable the continued delivery of its recognised and valued advocacy services on behalf of carers across Australia. Negotiating agreements and contracts as required.
- Ensure services, events, programs and projects are developed, delivered and evaluated in accordance with funding agreements/budgets including the preparation of appropriate risk management plans to the benefit of Carers.

- Lead and develop an effective workforce and promote a culture that attracts, rewards and retains high calibre staff.
- Implement a performance management framework to ensure the delivery of quality services and outcomes in alignment with strategic priorities, including the maintenance of membership information, production of publications and management co-ordination of communications domains such as Carer's Australia's website and social media and member/stakeholder communication platforms.
- Be responsible for recruitment, orientation, training and management of staff.
- Develop and maintain best practice human resource policies including workplace health & safety.
- Facilitate and foster effective internal and external communications.
- Monitor and evaluate the quality of the work of the organisation and seek to continually improve processes and outcomes.
- Develop and implement required policies, procedures and practices.

Governance

- Develop and maintain strong, professional and effective working relationships with the Board.
- Work to engage and build value through quality services and programs.
- Support Carers Australia Chair and Board to implement effective contemporary governance practices to fulfil corporate, regulatory and fiduciary accountabilities.
- In conjunction with the Board prepare strategic and business plans.
- Keep Directors informed on the position of services, finances, management issues and all matters having real or potential risk to the organisation through comprehensive reporting and accountability systems.
- Ensure processes are in place to fulfil Carers Australia's statutory compliance obligations.
- Provide administrative support to the Board of Directors and its committees
- Undertake responsibilities as the Public Officer (Company Secretary) and adhere to corporate legislation.

Key Competencies

The Chief Executive Officer will:

Vision and strategic agility: create and communicate a compelling and inspired sense of purpose, thriving on change and adapting to new environments or conditions quickly. They will have demonstrated experience and record of achievement in an executive leadership role within a multifaceted dynamic environment, achieving strategic objectives through the development and implementation of valued advocacy positions and innovative solutions.

Stakeholder Focus: show a clear understanding of the needs, interests and concerns of Carers and key representative state and territory carer associations, demonstrating a proven innovative/ entrepreneurial aptitude that has delivered valued outcomes for organisations and their respective clients/stakeholders. Demonstrating an understanding of or experience working at the national level within a federated/matrix relationship structure or similar with highly developed advocacy and representational skills underpinned by a strong commitment to social justice.

Communicator & motivator: relate well to all kinds of people, building constructive and long term relationships. They will be persuasive and be able to energise, inspire and influence others. Clearly demonstrating expertise in relation to high level stakeholder and community engagement as well as representing the organisation through active brand management.

Business acumen: be knowledgeable about industry trends, practices, and policies affecting the governance of the organisation. They will demonstrate their expertise in developing and delivering ongoing revenue streams that support future organisational growth and continue to deliver to the established mission of the organisation. They will also have demonstrated experience within a complex business operation delivering sound financial management and operational excellence particularly in working with a volunteer Board within a Federated structure.

Builds and develops effective teams: effectively lead teams and integrate new people into the organisation whilst creating a sense of commitment to organisational goals. They will allow staff to take responsibility for their own work whilst providing appropriate levels of supervision and feedback. They will provide a challenging and goal oriented environment whilst working with staff to develop and grow their skills and expertise.

They will also create a collaborative environment that draws on the strengths and expertise of members and stakeholders enabling their contribution to continue to support the mission and goals of the organisation through an established framework.

Continuous learner: be future focussed with the ability to analyse initiatives and programs and learning from experience. This person will actively seek out opportunities for individual and team development and be able to lead, influence and guide change.

Specific experience: have demonstrated leadership experience in or a solid understanding of the community/for purpose sector, with highly developed advocacy and representational skills underpinned by a strong commitment to social justice along with the ability to quickly understand the issues impacting Carers across the community. You will also understand or be able to quickly understand complex government community/health related programs.