



<b>POSITION TITLE</b>	<b>Chief Executive Officer (CEO)</b>
<b>APPLICABLE AWARD</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>SERVICE/BUSINESS AREA</b>	Board of Director
<b>LOCATION</b>	This position is based at 93 Wellington Street, St Kilda 3182. However, all Ngwala employees may be required to work at, or across, other sites from time to time.
<b>ACCOUNTABLE &amp; REPORTS TO</b>	Board of Directors
<b>EMPLOYMENT STATUS:</b>	Full Time - Ongoing subject to funding availability 6 months Probationary Period

\* Note: The term 'Aboriginal' refers to both Aboriginal and Torres Strait Islander Communities.

<b>SCOPE OF POSITION</b>
The Chief Executive Officer (CEO) is responsible for implementing the strategic direction of Ngwala as determined by the Board of Management. Lead by the CEO, Ngwala must maintain its reputation, meet statutory regulations and comply with the all stakeholder's policies and procedures.

<b>KEY RESPONSIBILITIES</b>
<ul style="list-style-type: none"> <li>• Is responsible for the operational management of Ngwala and implements decisions, resolutions and directions of the Board of Management</li> <li>• Ensures that systems and processes are in place to comply with the Health Services Act and other relevant Acts and Regulations, and all other guidelines, protocols or policies.</li> <li>• Build an organisational culture that Ngwala Values</li> <li>• Is the chief point of accountability for patient care and outcomes through effective executive leadership and management of Ngwala.</li> <li>• Is accountable to the Board of Management for ensuring that Ngwala achieves a balance between efficient service delivery and high quality health outcomes, as well as the longer-term planning for improved service delivery for the Ngwala and its community.</li> <li>• Works to advance the objectives to attain the service objectives in the stakeholders Agreement</li> <li>• Promotes Ngwala in the communities it serves.</li> </ul>
<b>Working Relationships</b>
Internal:
<ul style="list-style-type: none"> <li>• Board of Management</li> <li>• Board Committees</li> <li>• Executive team •</li> <li>• All Ngwala employees</li> <li>• Volunteers</li> </ul>
External
<ul style="list-style-type: none"> <li>• Department / Funding bodies</li> <li>• Accreditation Agencies</li> <li>• Primary Care Networks</li> <li>• Local Community: Community Agencies; Representatives including MP's and Councillors</li> <li>• Chief Executive Officers and Boards of neighbouring Health Services across Victoria</li> <li>• Associations including: Other Aboriginal organisation</li> <li>• Local news media</li> </ul>

<b>ORGANISATION</b>
<ul style="list-style-type: none"> <li>• Ensure that the organisational structure, policies and procedures support quality service provision, risk</li> </ul>

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- management and regulatory compliance in a way that enables all members of staff to work effectively,
- efficiently and harmoniously
- Ensure all organisational and workplace structure, policies, procedures and arrangements promote an
- efficient, effective and harmonious culture
- Ensuring the pursuit of service excellence and continuous quality improvement
- Adequately safeguard clients, staff and volunteers through procedures, which ensure adequate matching of staff and volunteers to roles to be undertaken.
- Developing and implementing the community engagement strategy
- Lead and effectively manage the daily operations of the organisation in accordance with the instrument of delegation
- Develop and implement business and corporate plans in accordance with the Strategic Plan
- Maintain and review with the Board the appropriate Senior Management structure to ensure the optimal operation of the organisation
- Objectively review and assess the community's needs to:
  - Ensure that the organisation's programs are targeted to meet current needs
  - Ensure that clear strategic and operational goals and objectives are set for the organisation in response to the community's identified emerging health care needs
- Engage with the Board, staff, community and other stakeholders in the preparation of developmental plans for the organisation
- Prepare funding submissions for further growth and development of the organisation including capital, operating and staffing additions.
- Ensure that policies and procedures within the organisation enable the continual review of services so that they are cost effective, accessible, high quality, flexible and relevant to the needs of the community
- Promote continuous improvement and ensure the quality accreditation status of the services is maintained
- Maintain and enhance the reputation of Ngwala

#### **HUMAN RESOURCES**

- Ensure the effective and efficient use of Human Resources
- Ensure staff and volunteers are managed in accordance with the values of the organisation and in accordance with the appropriate awards.
- Ensure that all staff are actively encouraged and enabled to undertake relevant professional development.
- Ensure organisational culture promotes person-centred care and supports the provision of a safe work environment
- Ensure that the organisational structure, policies and procedures support staff and volunteer rights and responsibilities, and all legislative compliance requirements

#### **FINANCIAL MANAGEMENT**

- Ensure that effective liaison with the Department of Health Victoria and the Commonwealth Department of Health and Ageing, and other funding sources and planning authorities is maintained.
  - (a) ensure financial systems, procedures and controls are in place in accordance with best business practice and to meet strategic obligations
  - (b) ensure that financial statements are prepared and audited in accordance with Australian Accounting Standards and statutory requirements
- Monitor and review with the Senior Management Team the financial performance and operations of the organisation
- Ensure the preparation of budgets, development of adequate financial records and the provision of regular financial reports to the Board and the funding authorities
- Ensure management of investments is responsible, legal and ethical

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ASSETS
<ul style="list-style-type: none"> <li>• Ensure that the organisational structure, policies and procedures enable the security, safety, functionality and maintenance of all buildings, equipment, motor vehicles and other assets of the organisation.</li> <li>• Ensure that purchasing procedures provide a cost effective and efficient means of acquiring consumables, furniture and equipment.</li> <li>• Ensure that purchasing procedures comply with Board and funding authority's guidelines</li> </ul>

KEY SELECTION CRITERIA
<ul style="list-style-type: none"> <li>• Knowledge and understanding of Aboriginal culture and commitment to the Aboriginal community</li> <li>• Tertiary qualifications in business or health management desirable</li> <li>• Minimum of five years' experience in a senior management role, preferable within the health sector Desirable</li> <li>• Demonstrated strong values driven leadership style that encourages constructive debate, using initiative and an evidenced based approach, with a commitment to working collaboratively to achieve agreed vision and objectives.</li> <li>• Excellent understanding of principles of evaluation, clinical governance and risk management in a AAOD service as well as a sound understanding of Public Health Governance and experience working with a Board of Management.</li> <li>• Proven workforce leadership abilities including: a demonstrated capacity to motivate, engage, influence and empower employees to maximise their contribution to the health service; holding others to account and being held to account for agreed targets;</li> <li>• Strong financial management, business skills and strategic planning acumen with demonstrated experience in effective risk management and a thorough understanding of State and Commonwealth funding.</li> <li>• Excellent relationship management with internal and external stakeholders and with an ability to work in the complex governance environment of AAOD in Victoria;</li> <li>• Understanding of the role of the health service in responding to community needs within a rural / metropolitan community.</li> <li>• A sound understanding of current issues affecting the health service system (AAOD, AAOD Rehabilitation, Detox, primary health and community sectors)</li> </ul>

MANDATORY REQUIREMENTS
<ul style="list-style-type: none"> <li>▪ Current Victorian Driver's License;</li> <li>▪ National Police History Check (no more than 3 years old)</li> <li>▪ Current Victorian Working With Children Check;</li> </ul>

ORGANISATIONAL RESPONSIBILITY
<ul style="list-style-type: none"> <li>• Complies with all Ngwala's policies and procedures and familiarises with policies and procedures relevant to the position.</li> <li>• Works within the "Delegations of Authority" consistent with the role.</li> <li>• Accepts accountability for own actions and seeks guidance from an appropriate senior staff when limited by own level of expertise.</li> <li>• Ensures all clients, visitors and staff are treated with respect, dignity and courtesy in an environment that is free from bullying, harassment and discrimination.</li> <li>• Collaborates with multidisciplinary team members to achieve desired outcomes.</li> <li>• Embraces Ngwala's Mission, Vision and Value statements</li> </ul>

TRAINING AND DEVELOPMENT
<ul style="list-style-type: none"> <li>• Adheres to Mandatory Training Policy</li> <li>• Completes all mandatory training requirements</li> <li>• Recognises the need for ongoing commitment to personal and professional development.</li> </ul>

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- Maintains a level of competency required for the position.

**ORGANISATIONAL IMPROVEMENT**

- Participates in ongoing review of daily work activities to identify opportunities for Continuous Quality Improvement.
- Acts to positively promote Ngwala both internally and externally.
- Actively participates in the maintenance of relevant policies and procedures to ensure best practice.
- Participates in departmental and organisational meetings as required.
- Actively participates in the performance development review process; an interim review at three months, with the performance review within six months of commencement and annually thereafter
- Contributes to achieving the Ngwala Strategic Plan.
- Promotes a quality culture within the organisation highlighting the values of customer service.
- Delivers prompt and courteous culturally appropriate services.

**TRAINING AND DEVELOPMENT**

- Adheres to Mandatory Training Policy
- Completes all mandatory training requirements
- Recognises the need for ongoing commitment to personal and professional development.
- Maintains a level of competency required for the position.

**OTHER RELEVANT INFORMATION**

- Remuneration will be in accordance with industry standards
- Successful applicants will need to disclose any pre-existing illness or injury which could be affected by the **described work duties**. Under sections 41(2) and 39(4) of the *Workplace Injury, Rehabilitation and Compensation Act 2013* (Vic), failure to disclose a pre-existing illness or injury could negatively affect any future injury claim for compensation.
- All employees are required to adhere to the policies and practices of Ngwala.
- This position description reflects the initial expectation of the role and is subject to changes to support organisational goals, priorities and activities.

**POSITION INCUMBENT**

I have read and understood this position description. I will perform the duties outlined in this position description to the best of my ability.

Signature: \_\_\_\_\_

Print name: \_\_\_\_\_

Date: \_\_\_\_/ \_\_\_\_/ \_\_\_\_

This position description has been approved by:  
**Executive Chief Officer**

Signature: \_\_\_\_\_

Print name: \_\_\_\_\_

Date: \_\_\_\_/ \_\_\_\_/ \_\_\_\_

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