



Position Description



Position Details

Position Title:	Executive Director Services
Reports To:	Chief Executive Officer
Agreement:	Negotiated Contract
Group:	Executive Group
Team	Executive Group
Staff Responsibility:	Direct: 6
Budget Responsibility:	Operating budget approx. \$180m p.a. Project Budgets
Delegation Authority:	4c
Approval Date:	2 February 2018

Organisation Overview

Churches of Christ in Queensland is a church and community organisation that includes a group of mainstream Christian churches and a range of care and community services. We have been an active part of the Queensland community for more than 130 years and are a significant presence within Queensland with over 200 services in more than 100 communities. We also work in partnership with Churches of Christ in Victoria and Tasmania to provide care services in those states.

We operate a range of missional and community care services to assist families, the elderly and people in the areas of early childhood care; children, youth and family services; community housing; retirement living; home care; and residential aged care services. We provide Christ-inspired care and compassion to vulnerable people at different stages of their life journey. Visit cofc.com.au to learn more about us.

Position Overview

The Executive Director Services is responsible for the strategic oversight of service delivery and business of the Seniors and Supported Living, Children, Youth and Families; Housing; Medical Santo; and Sales Group and any other client service delivery areas. The position holder is required to foster Churches of Christ in Queensland (CofCQ) as a lead organisation in sector development.

The Executive Director Services contributes as an integral member of the Executive Group to ensure operational activities are closely aligned with strategic direction and consistent with the Christian mission and values of Churches of Christ in Queensland.

Position Responsibilities

1. Ensure the application of a consumer directed care model underpinned by effective clinical governance in the Seniors and Supported Living Group. Also implementing a zero tolerance of harm toward venerable adults in our care.
2. Ensure the provision of Children, Youth and Families (CYF) services applying the Sanctuary Model of Care framework, implementing a zero tolerance of harm toward children and youth approach, and ensuring the overall wellbeing of clients.
3. Provide strategic oversight to housing services, ensuring that delivery meets and exceeds benchmarks.



4. Direct and oversee service delivery including Medical Santo, and the integration of services model where services are co-located with a church community.
5. Oversight of new services added to the organisation suite of services.
6. Lead sales responses to increase audience and maximize outcomes.
7. Foster research and innovation to ensure that CofCQ is a leader in sector development.
8. Hold the Nominee for the Care Service Licence under the Child Protection Act 1999.
9. Foster the Christian faith ethos of Churches of Christ by personal example with internal and external stakeholders.

Organisational Accountabilities

Leadership

1. Provide overall leadership of the organisation as a member of the Executive Group; work collaboratively with others to ensure achievement of organisational strategies and delivery of high quality services; shape the culture and morale of the workforce and ensure the culture is consistent with the organisation's mission and values.
2. Actively support workforce initiatives that promote equity and diversity, learning and development, and that encourage supportive relationships amongst staff and volunteers.
3. Demonstrate Christian leadership in personal behaviour and encouraging a faith journey with internal and external stakeholder's.
4. Ensure any associated legislative and external reporting requirements are met.
5. Responsible oversight for all aspects of workforce management within area of responsibility.
6. Effectively lead and manage change.

General

7. Actively participate as a member of the Executive Group to develop an appropriate strategic plan is developed, endorsed, communicated and implemented across the organisation.
8. Develop realistic and achievable operating, non-operating and capital budgets for the organisation.
9. Effectively report on service performance.
10. Present to the Board and actively contribute to Board committee meetings as requested by the CEO and Board.
11. Ensure areas of responsibility meet and/or exceed budgeted targets.
12. Engage in broader community, government and peak body forums with the aim to:
 - a. Inform the ministry of Churches of Christ in Queensland, or
 - b. Advance Churches of Christ in Queensland's reputation in the community.
13. Lead and promote a culture of zero harm in the workplace; ensuring that organisational policies are compliant with legislative requirements and that actions and omissions do not impact on the health and safety of others.
14. Demonstrate commitment to quality and continuous improvement; and ensure services are delivered in accordance with relevant legislation, quality standards and organisational policies.

Mission Focus

15. Demonstrate Christ-inspired leadership; and model the values of Churches of Christ in Queensland in all stakeholder relationships and strategies to support the organisation's mission.
16. Foster stakeholder's understanding of the organisations Christian ethos, in particular its motivation to engage in service delivery and to address social inequality.



Key Selection Criteria

SC1: Qualifications and Knowledge

- Essential:
- Relevant tertiary qualifications and experience in a senior executive position in either health, aged care or community services.
 - Comprehensive understanding or ability to rapidly acquire such knowledge in respect to the sectors in which Churches of Christ in Queensland operates.
 - Strong energetic and innovative leader that is able to focus staff around our mission and values while achieving our service outcomes.
 - The ability to build rapport with our key stakeholders and foster Churches of Christ to be an industry leader in service policy and practice.
 - Appreciation of and demonstrated personal commitment to good governance principles and practices.
 - Driver's Licence (or ability to acquire within one month) and willingness to travel inter/intrastate periodically.

SC2: Experience and ability

- Essential:
- Evidence and demonstration of significant experience in an executive management role in a large complex organisation such as health, age care or community services.
 - Proven history of developing an engaged and aligned workforce centred on the organisation's mission and values that results in high quality care.
 - Evidence of effective strategic financial management and ability to set realistic budgets.
 - Demonstration of innovative strategic planning in respect to service delivery and ability to develop an accountable client centred service culture that consistently achieves or exceeds operational objectives.
 - Evidence of effective advocacy with policy makers and funders.
 - An active member of a mainline Christian denomination in good standing pursuant to CofCQld's Faith Expectancy Policy.

SC3: Technical Competence

- Intermediate computer skills with the ability to use Word, Excel, Outlook and PowerPoint.

SC4: Personal History Checks

- Possess a current National Police Certificate – or the ability to acquire.
- Possess Working with Children (Blue Card) – or the ability to acquire.
- Possess Licensed Care Service (Child Protection) – or the ability to acquire.

SC5: General

1. Proven leadership and management skills with the capacity to deliver results, inspire and motivate teams and work across organisational boundaries to achieve shared goals.
2. Proven ability to set and monitor realistic budgets and meet financial targets and to develop appropriate strategic plans and ensure objectives and strategies are achieved or exceeded.
3. High level written and verbal communication and interpersonal skills including the ability to liaise and engage with a diverse range of internal and external stakeholders.
4. Demonstrated ability to identify and adapt services in response to stakeholder needs and demonstrate a commitment to quality and continuous improvement.
5. Demonstrated ability to handle the challenges that occur in an organisation driven by change and innovation.
6. Highly developed problem solving, decision making and negotiation skills.
7. Proven ability to foster a culture of safety, legislative compliance, quality and continuous improvement.



8. A willingness and ability to forward CofCQld's mission, values and strategic intent, a personal Christian faith, a commitment to actively engaging and fostering positive relationships with the local church leadership and a commitment to justice as expressed in Scriptures.

SC6: Key Personnel

- This is an identified position within Churches of Christ in Queensland. To perform this role it is essential that the person who holds the position is not a disqualified individual under section 10A-1(1) of the *Aged Care Act 1997*.