

LIFELINE SOUTH COAST

Chief Executive Officer

POSITION DESCRIPTION

December 2017

Position: Chief Executive Officer (Executive Director)

Reports to: Lifeline South Coast Board

Relates to: Directly - Governance, Risk & Administration Manager; Telephone Crisis Support Manager; Marketing and PR Manager; Retail Area Manager; Financial Counselling Coordinator
Indirectly – All Lifeline South Coast staff and volunteers

In order for the Chief Executive Officer to fulfil this role they are required to:

- Have an awareness of and a commitment to work within the Beliefs and Values, Vision, Mission and Goals of Lifeline Australia and Lifeline South Coast.
- Abide by the Lifeline South Coast Code of Conduct.
- Abide by the Lifeline South Coast Policy and Procedures Manual.
- Abide by the Lifeline South Coast Work, Health and Safety policies and procedures.
- Lead and role-model the organisation's efforts to create a safe and healthy work environment.
- Demonstrate a commitment to maintaining high standards of professional competence and ethical conduct.
- Work constructively with the Wollongong Mission, Wesley Uniting Church on the Mall

Duties, Responsibilities:

- Overall responsibility for the daily management of Lifeline South Coast including hiring, performance management, and termination of staff. Senior staff appointed in consultation with representative of the Chair of Board. Ensures succession planning for senior staff.
- Undertakes effective deployment of the Board's strategic plan and policy decisions throughout the organisation (Policy Deployment).
- Continually evaluates the organisation's performance in light of the implementation of the strategic plan and KPIs, and makes necessary adjustments where performance is not meeting expectations.
- Ensures reporting of the organisation's performance to the Board is relevant, succinct and focused on the Board's needs.
- Oversees, in consultation with the Board, the annual budget preparation.
- Ensures that Lifeline South Coast provides effective telecommunication crisis support.
- Creates an environment that supports innovation and research, which increases Lifeline South Coast's effectiveness.

- Generates and manages an appropriate mix of funding to support all the activities, services and needs of Lifeline South Coast. Including consideration to retail strategies and opening of new retail outlets.
- Ensures the organisation provides services, which are understood, valued by, and meet the needs of the whole community within the Lifeline South Coast area.
- Creates an environment within which people associated with Lifeline South Coast feel valued in their contribution, are proud of their association and are committed to the organisation and its core values.
- Ensures processes are in place for a safe environment
- Oversees processes to be in place for staff and volunteers to be appropriately trained
- Ensures Lifeline South Coast complies with Lifeline Australia requirements and consults with other Lifeline Centres.
- Engages in strategic management by scanning Lifeline South Coast's environment to understand the influencing factors for up to 3 years ahead and advises the Board of any implications for policy that may result from this.
- Develops appropriate partnerships to enact the strategic plan of the Board.
- Acts as a coach and mentor to people reporting to the Chief Executive Officer.
- Identifies and initiates opportunities to increase general efficiency, cost efficiency and effectiveness within Lifeline South Coast.
- Is continuously improving quality within Lifeline South Coast by: understanding consumer expectations; evaluating and upgrading systems and services to meet consumer needs, and building a strong teamwork environment.
- Fosters productive relationships with media, congregations of the Uniting Church and the wider community
- Oversees responsible use of Lifeline South Coast resources
- Up to date with current research and clinical evidence relating to LLSC services.

Qualifications, Skills and Experience:

Essential

- Leadership and business development skills
- An understanding of counselling and social issues.
- Ability to analyse social trends
- Ability to analyse the organisation's performance in relation to financial robustness, service provision and marketing
- Strategic thinking and planning
- Decision making skills
- Rapport building
- Ability to promote the services provided by the organisation through clear communication and leadership
- Coaching of others

Desirable

- Formal Qualifications in Human Services

Personal Characteristics:

- Warm
- "Level headed"
- Accepting of other people's views and opinions

- Supportive
- Proactive
- Stewardship toward LLSC

Authorised by: _____ Date: _____

Acknowledged by: _____ Date: _____

Chief Executive Officer

Amended December 2017