



Community Support Services

Position Description	
Position Title	Executive Director of Community Support Services
Department /Location	Head office
Reports To	Deputy Chief Executive Officer/Chief Operating Officer
Direct Reports	1
Award	Social, Community, Home Care and Disability Services Award
Classification	Level 8
Community Services #1 Capability Level	Level 8
Objective	<p>The primary purpose of the position is to design, develop and implement Community Services #1's (CS#1) Community Support Services strategy in a cost-effective, accountable and time-efficient manner.</p> <p>The position oversees CS#1's strategic Community Support Services outcomes across all services in the ACT and NSW. The position drives service growth across the Community Support Services Executive Program.</p>
Key Accountabilities and Capabilities	<p>As part of the Executive Team, contribute to CS#1 strategic and operational direction-setting, provide Community Support Services subject matter expertise.</p> <p>Oversee the development and implementation of new services in line with our strategic plan.</p> <p>Oversee existing service, staff and sites Oversee capability and contractual requirements for Community Support Service's workforce</p> <p>Oversee the development and implementation of a operational plans for the Community Support Services in line with CS#1's strategic goals Actively engage the community and relevant stakeholders to achieve the best outcomes for CS#1 individuals, groups, and Community Support Services employees and promote the philosophy of the quality standards and rights of people we support to the community and relevant stakeholders when appropriate.</p> <p>In collaboration with the Partnership Manager in Corporate Services, ensure external service provider are fully compliant with CS#1 service agreements.</p> <p>Ensure tender applications and reviews are undertaken and submitted in line with policy. Liaise with funding bodies to foster new service programs and ensure the management of current programs is in line with funders' and service users' expectations and revenue and expense budget targets.</p>

	<p>Effectively manage and provide leadership to a team of employees through the Operations Director by supporting individuals in the achievement of their potential, proactively building and maintaining relationships and where necessary managing specific areas which require improvement.</p> <p>Establish appropriate systems, communication channels and reporting mechanisms in line with developed organisational processes.</p> <p>Lead and support the Operations Director including setting work plans, and reviewing through regular supervision and performance discussions.</p> <p>Oversee the development of quality improvement plans and ensure actions are implemented and addressed within the relevant timeframes and organisational processes/systems. Ensure our clients and families understand their right and ability to participate in the overall quality improvement of service delivery.</p> <p>Focus on health, safety and well-being of clients and staff through high levels of staff engagement.</p> <p>Investigate and manage escalated complaints and grievances.</p> <p>Ensure compliance with funding body accreditation standards, organisational policies and procedures and WorkSafe requirements.</p> <p>Ensure hazards and incidents are reported, documented, acted upon and escalated to remove or minimise risk.</p> <p>Perform other duties as directed, commensurate with the skills and expectations of the role.</p>
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Selection Criteria	
Required Qualifications, Skills and Experience	<p>Demonstrated equivalent tertiary qualifications in fields such as Disability, Community or Human Services, Health or other relevant field.</p> <p>High level extensive strategic leadership and change management, including evidenced success with large scale change management and service development.</p> <p>Demonstrated experience in managing in a complex client service environment with a focus on risk management and best practice</p> <p>Sound knowledge of quality, financial management, business planning and reporting within a diverse work program</p> <p>Experience in planning and management of workforce issues including supervision, engagement, performance management, coaching and mentoring</p> <p>Awareness of service design and growth within the aged care and disability industry, and out of hospital care service models.</p> <p>Ability to write effective reports, tenders and submissions.</p>

Additional or Legislative Requirements	A.C.T Working With Vulnerable People Background Card National Background Police Check Proof of COVID Vaccination Current Driver Licence and own vehicle
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Acceptance	
I understand and accept the duties and responsibilities as outlined in this position description.	Employee: Date: