



Job description

POSITION: Chief Executive Officer
DEPARTMENT: Corporate
REPORTS TO: Board of Directors of Bridges Connecting Communities
SUPERVISES: Digital Literacy Champion
Office Support
Pet Companion Program Coordinator
Reception Office Support
Service Coordinators Assistants
Social Support Group Coordinators
Volunteer & Community Access Coordinator
Transport Team
Volunteer Team

Job summary

This position involves overseeing the day-to-day operations of Bridges which includes HR, Asset & Finance management. Administration support to the Board to strengthen governance and compliance processes.

Key Duties & Responsibilities

Strategic Planning and Development

- To identify and document key issues, service gaps and service development opportunities.
- To develop and implement a strategic plan as necessary for funding and accountability requirements.
- To actively seek and maintain funding resources.
- To facilitate the development of partnerships/linkage agreements and networks with current stakeholders and to source new stakeholders where appropriate.
- **Oversee and develop the financial and operational well-being of Bridges focusing on fulfilling Bridges mission, vision and values.**
- **Oversee the financial performance and risk profile while ensuring that all compliance and regulatory obligations are met.**
- Be aware of new regulations, participating in professional development and maintaining professional networks.

Service Delivery:

- To oversee a high-quality standard in the delivery of services.
- To oversee the recruitment, orientation and training program for staff and volunteers.
- To maintain a climate of confidentiality within the organisation of all records and personal details.
- To advocate the support needs of the frail aged and people with disabilities in the City of Knox and adjacent areas.
- To promote and disseminate knowledge about the organization by means of speaking engagements, press releases and liaison with community groups.
- To evaluate services to ensure they remain relevant to community needs.

Management and Administration:

- **To facilitate the financial management of Bridges operations including overseeing the budget process.**
- To co-ordinate and manage programs and projects under the direction of the Bridges Connecting Communities Ltd, Board of Directors.
- To facilitate the development of policy and procedures as required for the organisation.
- To manage and direct staff (paid and voluntary).
- To provide timely and accurate reports and statistics as required by the Board of Directors and funding bodies.
- To advise the Board of Directors on possible funding opportunities and to prepare submissions as necessary.
- To liaise and engage with stakeholders including, but not limited to, community groups, local councils and volunteer agencies.
- To carry out other duties that will contribute to the desired outcomes of the organisation as may be required by the Board of Directors. Engaging the Board around issues, trends and changes in the operating model and operational delivery.

- To make recommendations as required / appropriate on the appointment, development of employment conditions in relation to staff to the Board of Directors.
- To make recommendations as required to disciplinary action in relation to staff to the Board of Directors.
- To assist the Board of Directors with the recruitment of new directors.
- To identify training needs and courses, facilitate attendance where appropriate and to evaluate derived benefits.
- To assist staff in the performance of their duties and to offer support where difficulties arise.
- To provide appropriate support mechanisms to all staff paid and voluntary as required.
- To assist staff with a review of all submissions to be presented to the Board of Directors.

Promotion, Education and Information:

- To promote and develop increased community awareness of the needs of frail, aged and people with disabilities, which facilitates improved access to and participation in community activities.
- To maintain a marketing strategy for the service; ensure the promotion and development of a broad range of opportunities for the Bridges target group in conjunction with the Program Co-ordinators.
- To liaise with and develop appropriate networks and cooperative relationships with other agencies in order to share information, resources and develop models of best practice.
- To act as a spokesperson on behalf of the agency and be responsible for any related publicity.

Monitoring and Evaluation:

- To monitor and evaluate service outcomes according to funding and service agreements as required by the Board of Directors.
- To provide financial and program related reports as required by Board of Directors and Funding Bodies.
- To attend professional development, trainings, seminars, and community networking meetings as requested and / or required.

- To attend relevant training to enhance personal professional development and skills as approved by the Board of Directors.
- To implement best practice guidelines at all times.

Key working relationships

Internal: Lead and guide staff with a focus on fulfilling Bridges vision, mission and values. Attend and actively participate in team meetings, supervision meetings and any other appropriate meetings or activities to exchange information and ideas or receive updates on the organisation's operation.

External: Liaises with clients and volunteers on a regular basis
Attends network meetings and other appropriate meetings

Impact of action

The effective performance of this role ensures that Bridges reputation as a:

- client-focused organization is maintained through the provision of an effective and high standard of service delivery.
- Volunteer-based organisation that operates within the National Standards for Volunteer Involvement is maintained through the provision of a caring and effective volunteer program.

Selection Criteria

Education:

- A tertiary qualification or equivalent in a relevant Human Service discipline or business degree is mandatory. Extensive experience in community development is essential.

Experience:

- In-depth understanding of accounting principles including risk management, compliance, and regulatory requirements.
- Extensive knowledge of the principles and values of volunteering in the community.
- A knowledge of possible funding sources and an experience in writing funding submissions.
- Experience and proven ability in planning and developing services to meet the needs of frail aged and people with disabilities.
- Experience and proven ability to plan, implement and monitor a program in line with all accountability requirements.
- Able to demonstrate exceptional high quality service skills with administration skills that deliver accurate and reliable information whilst maintaining confidentiality.



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- Well-developed capacity to consult with consumers and service providers and to respond effectively with issues as they are identified.
- An ability to be innovative in-service development and delivery.
- Demonstrated leading an organisation, managing teams in line with Bridges values and behaviours. Able to develop and maintain good working relationships with colleagues and volunteers and make a positive contribution to improving team effectiveness.
- An ability to work collaboratively with other relevant organisations in order to retain established support networks for Bridges target group.
- Proven capacity to work both independently and within a team environment.
- Demonstrated ability to manage staff (both paid and voluntary), including development of policy and procedure.
- Understands and is committed to all aspects of the Quality Management system and processes.
- Highly developed organisational and time management skills.
- Highly developed interpersonal skills and an ability to develop empathy with clients.
- Highly developed verbal and written communication skills.
- Able to manage own time and conflicting demands, prioritise multiple tasks, show good judgement in decision-making and focus on the detail
- An ability to work flexible hours if required.
- Proficient with software including Xero, Office 365, government portals and types quickly and efficiently.

Mandatory licenses / checks required

- Current Victorian driver's licence
- Current police records check
- Current Working With Children's Check
- COVID Vaccination Certificate
- A Level 2 First Aid Certificate highly regarded.

Responsibilities stated herein reflect the primary functions of this job and should not be construed as an exhaustive list of duties. They may vary or be amended from time to time without changing the role's level of responsibility



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ACKNOWLEDGEMENT

I acknowledge the information contained in this position description accurately and fairly reflects the responsibilities, performance measures and behaviours of the role.

Incumbent

_____/_____/_____
Date

Chairperson Signature

_____/_____/_____
Date

DOCUMENT VERSION CONTROL

Version	Date	Editor	Comments
V01	1 November, 2021	R Lang - CEO	Position reviewed and approved.