

POSITION DESCRIPTION

Position Title:	Chief Executive Officer	Reporting to this Position:	Executive Manager – Diversicare Executive Manager – Berlasco Court Program Manager - Chronic Disease Program Manager - Hepatitis, HIV/AIDS Sexual Health Program Manager - Multicultural Services Communication and Media Manager Finance Manager Human Resources Manager Quality Assurance Officer IT Team Leader
Team:	Executive	Location:	West End
Reports to	ECCQ Board of Directors	Employment Type:	Full Time 2 year Fixed Term Contract Salary - Non Award

About ECCQ

For over 40 years, ECCQ has been the peak body for multicultural affairs and ethnic community representation in Queensland. ECCQ has been the industry leader in providing culturally inclusive community based and in home care through Diversicare. ECCQ's residential aged care division, Berlasco Court focuses on cultural inclusiveness alongside excellence in care.

We believe that everyone, irrespective of their background, should be able to participate and contribute in all aspects of Australian society.

PURPOSE OF POSITION

Working in collaboration with the ECCQ Board of Directors, the CEO position will be responsible for the design and delivery of the vision, strategy and programs ensuring their alignment with the objectives of the organisation. You will leverage your business acumen to improve the long term financial viability of the organisation and will oversee all operations and business activities to ensure they produce the desired results and are consistent with the overall strategy and mission.

Your ability to lead, motivate and actively inspire a professional and passionate team will be critical to the ongoing development of the organisation's stature and reputation in all of its advocacy and stakeholder business activities.

You will lead the change agenda of the organisation under the direction of the Board and in close collaboration with the Senior Leadership Team by investigating, directing, implementing, monitoring, and reviewing organisational strategy. This includes ensuring inter-departmental collaboration and business activities beyond individual business units, particularly in carrying out the measured integration of all business accountabilities into one cohesive unit; oversee organisational business improvement initiatives; develop real time financial transparency together with the application of greater risk management processes as determined by the Board's Audit and Risk Committee Financial Risk Policy. Examine all operational and organisational policies to assess efficacy across all sectors of the organisation and report recommendations to the Board.

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As CEO of a peak advocacy body, you will ensure that ECCQ best represents and supports its diverse consumer and member bases. This includes leading policy and advocacy development and being a primary spokesperson for the organisation and its members with all of the ECCQ stakeholders.	
KEY RESULT AREAS	
Board Governance, Mission and Strategy	<ul style="list-style-type: none"> • In collaboration with the ECCQ Board of Directors, develop and implement strategic plans and strategies to fulfil ECCQ's mission, vision, goals and objectives and to ensure the competitiveness, sustainability and growth of ECCQ. • Communicate effectively with the Board and provide, in a timely and accurate manner, all information necessary for the Board to function effectively and to make informed decisions on the state of the organisation, problems and opportunities. • Provide the relevant information and support to the Board to enable them to fulfil their role responsibilities and governance functions effectively in order to facilitate the optimum performance by the Board. • Continually monitor and review the ECCQ business plans and strategies of ECCQ to ensure they are achieved and to take account of emerging opportunities. • Identify opportunities for funding growth and realise new revenue streams in keeping with the strategic direction of the organisation.
Leadership	<ul style="list-style-type: none"> • Be a role model for effective and positive leadership which is inclusive, positive, ethical, results driven and future-oriented. • Effectively manage change management processes, encouraging innovation, diversity and the pursuit of continuous improvement. • Maintain a contemporary knowledge of relevant areas of:- • Aged Care and the Operation of an Ageing Facility • Commonwealth and State Government requirements impacting on Aged Care and Ageing Facilities • Monitor the allocation and direct the resources within the business unit to ensure the achievement of the deliverables articulated within applicable Work Plans and identified projects, whilst maintaining a high level of service for business on day to day activities. • Maintain effective communication with direct reports to ensure advice provided and decisions made are well informed and accountable.
Financial, Performance and Viability	<ul style="list-style-type: none"> • Oversee the monitoring, control and reporting of accurate financial information, including the annual budget, revenue, expenditure and tenders, to meet the needs of external and internal stakeholders such as the Audit Finance and Risk Committee, auditors, managers and funding bodies. • Ensure contractual obligations are met for the relevant funding bodies. • Develop, implement and maintain a financial management framework and financial models for ECCQ which promotes effective budget management and fiscal responsibility. • Monitor and improve the performance of ECCQ, its services and sites, in term of the quality and effectiveness. In particular, the use of key performance indicators (KPI's) to be increased and extended throughout the Organisation. • Ensure the integrity and reporting of the organisations statutory, regulatory, management and taxation obligations, and respond to recommendations made as a result of external audit processes.
Legal Compliance and Quality Management	<ul style="list-style-type: none"> • Ensure all legal obligations of ECCQ are observed including:- • Obligations arising from both Commonwealth and State legislation. • Timely completion and submission of financial, statistical and other returns to commonwealth and State Government Departments.

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	<ul style="list-style-type: none"> • The compliance and conformance of ECCQ's sites and services of requirements in respect of the Aged Care Quality Standards. • Oversee the application of the Quality Management System, and review when required to ensure that requirements are met from a legal perspective, in addition to compliance with the Aged Care Quality Standards Framework and ISO 9001 requirements. • Provide organisational direction by undertaking risk analysis of the internal and external environment that affects ECCQ and identifying continuous quality improvement.
Advocacy and Policy Development	<ul style="list-style-type: none"> • Provide advocacy on issues concerning ethnic communities and people from culturally and linguistically diverse background in Queensland, including:- <ul style="list-style-type: none"> ○ Promotion of the principles of multiculturalism, human rights and equal opportunities for all residents of Queensland. ○ Participation with the Board in FECCA responses to State and Federal Government and ministerial inquiries on issues concerning diverse communities in Queensland. ○ Promotion of the needs of new, emerging and refugee communities. • Provide high quality and timely input and support to all levels of government in terms of policy consideration and development affecting Queensland residents from culturally and linguistically diverse backgrounds. Specific duties to include: <ul style="list-style-type: none"> ○ Liaison and interaction with relevant State, Federal and local government agencies in Queensland in regard to multicultural policy and customer services. ○ Organisation of regular meetings and interaction between the ECCQ and key government stakeholders. ○ Support the affiliation between the ECCQ and FECCA ○ Maintain active membership and presence at relevant government committees and reference/advisory bodies which provide response and advice on issues affecting the diverse communities in Queensland. • Advocate for the aged and for aged care providers in the development of National and State Aged Care Policy
Stakeholder Relations	<ul style="list-style-type: none"> • Oversee and monitoring of ECCQ's communications strategy • Maintain cooperative relationships with ECCQ members and stakeholders including relevant non for profit organisations and Government programs which affect or include ECCQ
QUALIFICATIONS	
<ul style="list-style-type: none"> • Bachelor's degree in Accounting and Business; Qualifications in Business Management (Essential) • Bachelor's Degree in Law or Qualifications in Financial Management in the NFP Sector (Highly Desirable) • Qualifications in Management, Aged Care Related Management (Desirable) 	
SKILLS, COMPETENCIES AND EXPERIENCES	
<ul style="list-style-type: none"> • A highly-motivated individual with proven business management including NFP management • Experience in financial and management reporting and ability to analyse and correct financial reports and provide strategic business insights. • Substantial experience and record of achievements at a senior management level in the not-for-profit sector. 	

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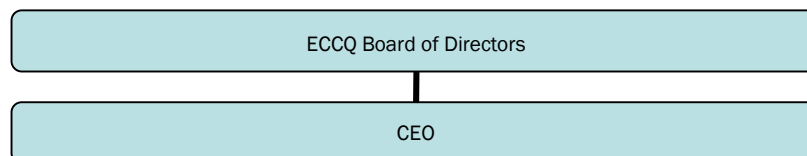
- Demonstrated experience in collaborating with and motivation of Board members and other stakeholders.
- Experience and significant knowledge and understanding of the relevant aged care funding body streams including health service governance and reporting requirements.
- Knowledge of or Experience in Health Care Services and Aged Health Care Policy (Highly regarded)
- Significant knowledge and understanding of the current issues of ageing and the provision of aged care services.
- High understanding of or experience in support of CALD Communities and the issues faced by the CALD Communities and other disadvantaged communities (Desirable)
- Outstanding leadership and emotional intelligence skills with demonstrated experience in leading by example to promote an inclusive, positive and high-performance culture.
- Superior communication and interpersonal skills particularly in leading, negotiation, relationship management and creating influence.
- Highly developed communication skills, both written and verbal, including an ability to prepare high level reports to Executives and external parties.
- Demonstrated ability to develop, negotiate and maintain effective relationships with key stakeholders, and highly developed negotiation and strategic relationship management skills.
- Ability to identify opportunities for change and lead improvement initiatives.
- Proficient in the use of appropriate computer programs, including Microsoft Office Suite
- Knowledge of legislation and accreditation standards relevant to the organisation.
- Knowledge of Workplace Health & Safety Standards
- Current Driver's Licence
- Current National Police Certificate or willingness to obtain

PEOPLE AND CULTURE

Ensure personal behaviours represent ECCQ values at all times:

- Valuing people's differences, respecting each individual and treating individuals without discrimination
- Operating as a team in a spirit of mutual support and trust
- Honesty and integrity, supporting and promoting the aims and values of ECCQ
- Maintaining a high standard of professional behaviour and fostering continued improvement in a supportive environment

ORGANISATIONAL STRUCTURE:



You will be expected to exercise initiative and independent judgment in the performance of this position, subject to consultation with the CEO before taking action on the following:

- Giving advice on sensitive issues
- Purchasing/incurred expenditure
- Changing the philosophy and/or content of policies and procedures

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In the interests of your career advancement with ECCQ, you may be requested to perform duties other than those listed above.

This position description was explained to me by _____

on ____/____/____.

Employee's Name: _____

Employee's Signature: _____

Dated: _____

Chairperson Name: _____

Chairperson Signature _____

Dated: _____

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