



**CHIEF OPERATING OFFICER**  
**JOB & PERSON SPECIFICATION**  
**MARCH 2019**



**POSITION TITLE:** Chief Operating Officer

**BUSINESS UNIT:** Executive

**CLASSIFICATION:** Contract Position

#### **ORGANISATION ENVIRONMENT:**

Minda is a vibrant, innovative and progressive organisation which exists to support people with a disability to live enriched lives of their choosing.

To achieve this, we provide disability support, housing and employment to over 1750 people with a disability. In addition, we operate Brighton Dunes retirement living and an aged care service. The South Australian Learning Centre (SALC) is an accredited Registered Training Organisation (RTO) providing all our education and training requirements. Our Social Enterprises provide employment for people with disability in Facility Management, Packaging and Stores, Manufacturing and Recycling.

We are a values based organisation that recognises the values of passion, respect, accountability, innovation, success and ethical behaviour.

#### **SERVICE DELIVERY:**

Responsible for operational service delivery including Disability Choices, Customer Support and Operations, Supported Independent Living, Aged Care and Retirement Living, Lifestyle Services and Therapy/Clinical Services.

The purpose of operations is to ensure the delivery of high quality services of people's choosing through the National Disability Insurance Scheme (NDIS) and the operation of Brighton Dunes Retirement and a Commonwealth Aged Care Service.

#### **JOB ROLE AND OBJECTIVE:**

The Chief Operating Officer is responsible for setting and leading the development of strategies, services, programs and initiatives which align with the organisation's operations Strategic Directions. They will lead the transformational change required within operations including embracing the National Disability Insurance Scheme (NDIS) and to ensure achievement of Strategic Goal One – Provider of Choice.

The Chief Operating Officer will contribute, as a senior executive, to the achievement of all five strategic goals and the vision of Minda.

#### **KEY RESULT AREAS (KRA):**

The KRA's of the role include, but are not limited to:

##### **People Leadership**

- Create the vision and workplace conditions that will motivate the team to engage positively and resiliently with change.
- Ensure that the strategies outlined in the Workforce Plan are implemented.
- Engender a culture that fosters open communication, innovative problem solving, responsible risk taking, performance ownership and promotes team spirit and inclusiveness.
- Establish a continuous learning culture, coaching, mentoring which creates autonomy and independence.
- Drive strategy and business planning processes across all business areas to ensure alignment with the Provider of Choice strategic goal.
- Drive and monitor team performance against plans and budgets.
- Exceed customer expectations through recruiting engaged, passionate and motivated staff.

### **Quality / Compliance**

- Develop and implement effective practices that deliver high standards of support and are consistent with and comply with all state and national accreditation standards.
- Identify opportunities for continuous improvement of support practices.
- Monitor the organisation's compliance and accreditation standards and ensure internal audits are undertaken to deliver ongoing accreditation and funding.

### **Service Development and Delivery**

- Ensure the provision of high quality, innovative and person-centred services and supports that promote great outcomes and exceed customer expectations.
- Drive the design, development and implementation of innovation in service delivery.
- Develop a flexible, agile and responsive gateway to services and ensure the continuity of service offerings enable choice as well as ensuring control rests with people with disability.
- Ensure the provision of services supports the ageing process and profile of many of the people supported.
- Embrace and actively research, design, develop and implement strategies which support the transformation of service provision to achieve best practice outcomes in line with the NDIS.
- Ensure all operational activities meet legislative and organisational compliance requirements for quality and duty of care and have a risk mitigation approach.
- Set and monitor standards of performance, quality and clinical outcomes, customer satisfaction levels and ensure the health and wellbeing of the people we support underpins all decisions.
- Manage the operational activities of Minda in accordance with established and agreed budgets.
- Develop health and well-being indicators which measure customer satisfaction levels, define measurement mechanisms and improvements.

### **Stakeholder / Customer Management**

- Maintain strong relationships with stakeholder groups including residents' families, government, community organisations, Brighton Dunes Residents and other bodies.
- Ensure Minda maximises the opportunities to identify and leverage state and federal funding for services.
- Create conditions for effective relations with relevant external organizations, government agencies, customers and vendors.
- Develop positive and constructive working relationships with other members of the Executive Team and Departmental Managers.

## **STANDARD JOB REQUIREMENTS:**

All employees must:

- Conduct their duties in accordance with Minda's Purpose, Vision and Values Statements.
- Contribute to the Goals of the organisation as identified by Minda's Strategic Plan.
- Comply with Minda's conditions of employment, specifically the Code of Conduct, Confidentiality Agreement, Bullying and Harassment and other generally applicable policies and procedures.
- Complete and keep up-to-date Essential Training requirements within the appropriate timeframes.
- Adhere to the legislative requirements of the role, including but not limited to the WHS Act, Workers Rehabilitation & Compensation Act, Equal Opportunity Act and Anti Discrimination Act.
- Adhere to, promote and comply with all quality systems and risk management policies, procedures and processes.
- Be physically and mentally capable and present themselves in a fit state to conduct their duties.
- Actively participate in performance reviews, performance development or performance improvement and training as required.
- Undergo a satisfactory criminal history check on a regular basis as required.
- Be willing to work reasonable overtime to meet specific requirements on occasion.
- Be willing to attend training and development programs as directed.

## **WORKPLACE HEALTH, SAFETY & WELFARE:**

All Managers have a duty of care and responsibility to provide a safe work environment, resources and systems of work within their designated Cost Centres by:

- Ensuring compliance with the Workers Rehabilitation & Compensation Act, WHS Act, Regulations, Codes of Practice and relevant Australian Standards.
- Ensuring WHS & IM plans, policies and procedures are communicated to staff and implemented.
- Monitoring adherence by staff to WHS & IM plans, policies and procedures.
- Ensuring all WHS matters are reported.
- Conducting safety risk assessments with staff.
- Ensuring training needs analysis is conducted and staff training is up to date.
- Ensuring incident investigations have been conducted and ensuring implementation of corrective and preventative measures/controls are completed within timeframes.
- Monitors, evaluates and reviews WHS & IM strategic plan
- Reviews of performance and strategies development and implemented to rectify any key identified risks including leadership in the continuous improvement of WHS & IM systems.

As an employee, you must:

- Adhere to policies and procedures and follows all reasonable instruction.
- Attend required training.
- Participate in safety risk assessments with supervising manager.
- Participate and assists in safety related investigations.
- Participate and / or assist with safety auditing.
- Report all hazards, incidents and near misses within appropriate timeframes.
- Protect own safety at work and avoid adversely affecting the health and safety of others through an act or omission at work.
- Use equipment supplied.

## **QUALITY & RISK MANAGEMENT:**

All Managers must:

- Ensure quality and compliance to all obligations across area of responsibility.
- Ensure the development, implementation and maintenance of effective and appropriate systems for area of responsibility.
- Monitor systems and associated obligations.
- Ensure the development, implementation and review of policies and procedures across area of responsibility to promote continuous improvement.
- Drive continuous improvement by ensuring effective management of the action plans (continuous improvement registers).
- Accountable for 6 monthly risk profile reviews across their direct lines of business units.
- Identify, monitor and manage risks to the organisation.
- Ensure risks are regularly assessed, reported and managed.
- Ensure that risks are considered and assessed during strategic and program planning activities.
- Ensure Business Continuity Plans for relevant key areas are current, regularly tested and implemented.
- Escalate key critical risk to business units and whole of organisational risks to the CEO.

## REPORTING RELATIONSHIPS:

This position reports to the Chief Executive Officer.

Positions reporting to the Chief Executive, Service Delivery are:

- Senior Manager, Supported Independent Living Services
- Senior Manager, Disability Choices
- Senior Manager, Lifestyle Services
- Senior Manager, Clinical Services
- Manager, Children's Services and Short-Term Accommodation
- Manager, Retirement Living

## DECISION MAKING:

As per Delegation of Authority document at level 4.

## EXPERIENCE, KNOWLEDGE, SKILLS & ATTITUDE:

This position is required demonstration of the following:

### Experience:

- Experienced leader with a track record of managing large multi-disciplinary teams in the delivery of complex and varied services in the disability, health or community services sector.
- Experience in managing the financial activities of a large portfolio, developing and implementing budgets and exercising strong financial controls to manage costs.
- Proven experience in designing and developing program measurement and evaluation.
- Political acumen and experience in negotiating with stakeholders and decision makers within government and other relevant bodies.

### Knowledge:

- Solid and detailed understanding of the National Disability Insurance Scheme.
- Knowledge of the Aged Care Act, Standards and Accreditation Processes.
- Understanding of Human Rights and Disability Act and Standards.
- Knowledge of the Residential Villages Act.
- Knowledge regarding funding sources and managing government funding arrangements is an advantage.

### Skills:

- Strategic thinker with ability to operationalise strategies quickly and effectively.
- Strong relationship builder and communicator with experience in engaging community partners, and partnering with a CEO and board of directors.
- Proven ability to lead, motivate and engender cooperation at all levels and create cohesive work teams.
- Proven ability to communicate effectively to a wide range of people on a range of sensitive and complex issues.
- High levels of financial, political and business acumen.
- The ability to negotiate and influence stakeholders and manage them through the change process.
- Negotiating, influencing and decision making skills.
- Integrity, strives for excellence in her/his work, and has experience of leading others to innovate and work autonomously.
- Demonstrated ability to analyse problems and formulate practical solutions.

## QUALIFICATIONS:

### Essential:

- Tertiary qualifications in the health, finance, commerce or related areas.

### Desirable:

- MBA or other relevant post-graduate qualifications.

## OTHER REQUIREMENTS:

- Department of Community and Social Inclusion Clearance Certificate.
- Current, valid and unrestricted South Australian Driver's Licence.

**Note: This Position Description represents the job as it is today, however Minda Incorporated reserves the right to make changes to the position as required.**



## HOW TO APPLY

Applications should be addressed to Andrew Reed or Justin Hinora. Please visit [henderconsulting.com.au](http://henderconsulting.com.au) to apply.

For a confidential discussion, please call (08) 8100 8849.

### **Please Note**

Your application will be automatically acknowledged by a return email.