

POSITION DESCRIPTION

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|-----------------|---|
| Position: | Chief Operating Officer |
| Reports To: | CEO |
| Direct Reports: | up to 5 |
| Status: | 1 EFT |
| Tenure: | Ongoing |
| Location: | Richmond (Primary location) and Dandenong |

BACKGROUND

inTouch is a not-for-profit organisation that provides services, programs and responses to family violence in migrant and refugee communities. We work across the continuum from prevention, early intervention, crisis and post crisis support and recovery.

inTouch provides innovative services to support women, families and communities from culturally, linguistically and religiously diverse backgrounds affected by family violence, and to work towards preventing such violence through awareness raising, advocacy and community capacity building. Our strategic priorities are prevention and early intervention, crisis intervention, post-crisis support, research and advocacy, building sector capacity and strengthening organisational capacity.

inTouch is the only accredited specialist family violence service in Australia which specifically caters to the needs of those experiencing family violence in migrant and refugee communities.

Vision

inTouch's vision is for culturally diverse families to live free from violence.

Purpose

inTouch's purpose is underpinned by four pillars and is focused on strengthening our **leadership** position by using **influence** to shape state, national and international agendas, fostering a culture of **innovation** and making a long-lasting positive **impact** on the lives of people and community.

POSITION SUMMARY

Reporting to the CEO and serving as an integral member of the senior management team, the COO will oversee the day-to-day administrative and operational functions of inTouch. She will be responsible for the development of inTouch's financial management strategy and contribute to the development of the organisation's strategic goals.

The incumbent will lead a small team to manage the: corporate planning, procurement, contract management, budget and finance, risk management, ITC, human resources and systems necessary for administrative support of inTouch.

This is an outstanding opportunity for a finance executive with operational experience and a proven track record of creative problem solving and change management to join a high-growth mission-driven organisation.

RELATIONSHIPS

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| Internal | CEO and Executive Team; Client Services, Community and Sector team, Communications and Projects and Policy and the Board. Effective working relationship required with all inTouch staff. |
| External | Counterparts at other family violence services and peak bodies, funding agencies, multicultural services, academic institutions and government. |

RESPONSIBILITIES

Strategy, Vision and Leadership

- Advise the CEO and other key members of senior management on financial planning, budgeting, cash flow, and policy matters
- Serve as the management liaison to relevant Board committees, effectively communicate and present critical financial matters at select meetings
- Maintain continuous lines of communication
- Represent the organisation externally, particularly in banking and lease negotiations

Team Development and Leadership

- Oversee, direct and organise the work of the corporate services team
- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.
- Ensure staff members receive timely and appropriate training and development
- Establish and monitor staff performance and development goals, assign accountabilities, set objectives, establish priorities, conduct annual performance appraisals, and administer salary adjustments.
- Mentor and develop staff using a supportive and collaborative approach: assign accountabilities; set objectives; establish priorities; and monitor and evaluate results

Operations

- Upgrade and implement an appropriate system of policies, internal controls, accounting standards, and procedures.
- Plan, coordinate, and execute the annual budget process.
- Provide analytical support to inTouch's internal management team including development of reporting capabilities.
- Improve administrative and operational accounting services including grants payment processing, payroll, accounts payable, and purchasing.
- Ensure a safe work environment and compliance with inTouch policies and legislation;
- Oversee inTouch's accreditation program

Qualifications, Experience and Attitude

- CPA preferred, accounting degree mandatory, a master's in business administration is preferred
- Experience either as an employee or board member of a not-for-profit organisation; must be familiar with nonprofit finance and accounting regulations
- Excellent judgment and creative problem solving skills including negotiation and conflict resolution skills

- Strong mentoring, coaching experience to a team with diverse levels of expertise
- Entrepreneurial team player who can multitask
- Superior management skills; ability to influence and engage direct and indirect reports and peers
- Self-reliant, good problem solver, results oriented
- Energetic, flexible, collaborative, and proactive; a team leader who can positively and productively impact both strategic and tactical finance and administration initiatives.
- Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with senior management, inTouch's board of directors, and staff
- Ability to operate as an effective tactical as well as strategic thinker
- Passion for inTouch's purpose and vision

KEY SELECTION CRITERIA

Essential

1. Relevant **tertiary qualifications** and **experience** in the not for profit sector
2. Minimum **7 years' experience** in a senior management role ideally with in-house financial management experience gained in a high-growth organization
3. Demonstrated experience in **managing a demanding workload** including dealing with complex matters, developing and managing operational processes, providing team leadership and guidance, leading projects and engaging effectively with stakeholders;
4. Proven track record of success facilitating progressive organizational change and development within a growing organization
5. Highly developed **stakeholder relationship** skills at senior levels, including private, not for profit and public sectors and demonstrated **analytical and conceptual skill** to effectively manage reputational risks and issues, solve problems and implement innovative solutions;
6. Highly developed consultative, **communication and interpersonal skills**, including demonstrated experience in preparing complex briefs, reports and presentations within timeframes;
7. Demonstrated experience in the translation of **performance analysis to inform strategy** and proactively support the organisation's **financial, organisational and industrial needs** to ensure a resilient, responsive and strong organisation.

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and inTouch policies;
- Contribute positively and proactively to team and organisation wide OH&S activities.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day to day work in order to meet the organisation's audit, contract and registration obligations;
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes;
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

OTHER

- Speaking a community language would be an advantage

- Working in a multicultural setting

CONDITIONS OF EMPLOYMENT

- The position will attract five (5) weeks annual leave per annum, pro rata;
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy;
- Superannuation Scheme is available through HESTA and the provisions of the Superannuation Guarantee (Administration) Act 1992 will apply;
- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 referees, a national and/or international criminal records check, working with children check, proof of identity and qualifications. One reference must be from the most recent direct supervisor;
- Signing a Confidentiality Agreement is a personnel requirement of inTouch;
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition;
- Some travel within Victoria may be required from time to time. A current Victorian Driver's License is essential;
- inTouch has a smoke-free workplace policy;

PRIVACY NOTIFICATION

The collection and handling of applicants' and the successful appointee's personal information will be consistent with the requirements of the Information Privacy Act 2000.

APPLICATION PROCESS

inTouch has an Equal Opportunity Exemption (*H143/2018*) and requests applications from women only.

Email your expression for the short term contract to [XXXXXXXXXXXXX](#)