

Executive Director, Vinnies Services

Position Description

Directorate	Vinnies Services
Reports to:	Chief Executive Officer
Direct reports:	<p>Executive Assistant to Executive Director, Vinnies Services</p> <p>Director, Homelessness and Housing Services</p> <p>Director, Health Services</p> <p>Director, Clinical Governance</p> <p>Director, Disability and Inclusion</p> <p>Manager, Program and Service Quality</p> <p>Manager, Service Innovation and Business Development</p>
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	Lead and direct the Vinnies Services directorate to ensure excellent social services are delivered to people experiencing poverty or disadvantage and oversee the following functions: social service delivery, service innovation; business development for social services; clinical governance.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

Disability and Inclusion: this team is responsible for state-wide management of excellent disability and inclusion services.

Health: this team is responsible for state-wide management of excellent health services.

Clinical governance: this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

Program and Service Quality: this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

Service innovation and business development: this team is responsible for service innovation and business development.

Accountabilities and responsibilities

The Executive Director will:

- Ensure the successful implementation of the Strategic Plan within their directorate.
- Ensure social services are based on a theory of change / model of care that draws on the Society's Vincentian heritage and is informed by Catholic social teaching.
- Ensure the needs and the voice of the people we serve are at the core of all our decision-making about our social service provision.
- Drive excellence in social service provision, so that social services effectively reduce the impact of poverty and address injustice in our communities.
- Define the optimal service mix and implement decisions required to support service-mix optimisation.
- Ensure that social services are consistently operating through the quality framework with the goal of continuous improvement.
- Lead service delivery performance evaluation using management reporting describing outcomes and impact and research partnerships.
- Drive clinical safety for the people we serve.
- Apply leading practice and evidence-based approaches in planning and developing our social services.
- Build a state-wide structure for effective design, delivery and evaluation of social services.
- Lead the Society's Quality Framework and processes for service accreditation.
- Identify any employment relation issues and escalate as appropriate.
- Ensure that the Society effectively safeguards children. Ensure that staff and volunteers complete relevant pre-engagement checks (National Criminal History check, and where required Working With Children Check); act in accordance with the organisation's Code of Conduct and Member and Volunteer Charter; and comply with the organisation's Workplace Health and Safety program.
- Ensure a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Ensure existing and new Vinnies Services are reviewed against the service review framework.
- Ensure that members are effectively engaged in our social services.
- Enter into new contracts with government and partners to reduce the impact of poverty and address injustice.
- Optimise funding sources for delivery of Vinnies Services
- Measure and report on Vinnies services impact and outcomes.

- Define optimal service mix.
- Ensure Quality Framework is implemented and operating effectively.
- Ensure Vinnies Services are co-designed with the people we serve.

Key working relationships

In addition to the Chief Executive Officer, other members of the Executive Leadership Team, and direct reports, the Executive Director will foster close working relationships with:

- Company Board members;
- Service, Quality and Safety Committee;
- Vice president Vinnies Services (member of State Council);
- Manager, Finance, Vinnies Services (indirect report, Finance);
- Directors and Managers (Corporate Services);
- Regional Directors Membership, Volunteers and Regional Operations (Membership, Volunteers and Regional Operations);
- Other Directors and Managers (Finance).

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 5) Strategically guide excellent service provision and advocacy to reduce the impact of poverty and address injustice in our communities.
- **Values based leadership:** (Level 5) Cultivate and model the ethos and spirit of the Society including its mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 5) Use outcomes and impact measures to guide strategic direction, inform decision making and effectively and effectively use resources
- **Collaboration:** (Level 5) Foster a culture of collaboration and build internal and external partnerships to support the delivery of the Society's mission and Strategic Plan.
- **Change leadership:** (Level 5) Identify, enable, and deliver the change required to achieve the Society's mission and strategic priorities.
- **Team performance:** (Level 5) Model performance expectations and strategically guide capability development of the Society's people.
- **Digital engagement:** (Level 5) Strategically drive impactful and effective digital, data and technology decisions.
- **Innovation and improvement:** (Level 5) Foster a culture of innovation and improvement to enable the Society's strategic priorities and improve outcomes for the people we serve.
- **Financial acumen:** (Level 5) Set organisational strategies that will contribute to financial sustainability of the Society.

Role-specific criteria

- Relevant tertiary qualification/s and experience working in the social services, management, business or related sectors.
- Demonstrated experience in social services strategic leadership, design, and operational delivery.
- Experience in formulating and delivering strategic advice to the Chief Executive Officer and Board on provision of exceptional community and social services.
- High level expertise in delivering positive community and social outcomes with demonstrated strategic planning, analytical and problem-solving skills.
- NSW driver licence and ability to travel.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.