

Regional Director - Metropolitan

Position Description

Directorate:	Membership, Volunteers and Regional Operations
Reports to:	Executive Director, Membership, Volunteers and Regional Operations
Direct reports:	<p>Between 5 - 9 direct reports including:</p> <ul style="list-style-type: none"> • Manager, Member and Community Engagement, • Regional Manager, Support Centres • Manager, Schools and Youth Engagement, • Volunteer Engagement Officer/s, • Operations Support Officer/s.
Location:	This position will be regionally based working within the appropriate regional hub(s) location for the Region.
Primary position objective:	Ensure the provision of effective support to Councils, Conferences and members across the region to enable them to continue to fulfil the Society's mission to provide care and support to those who are in need. Lead effective volunteer engagement services within the region. Support the Society's people to work well together across the region to deliver and/or support excellent state-wide services for the people we serve.

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

Directorate overview

The Regional Director – (Metropolitan) leads the Regional Operations team in the Membership, Volunteers and Regional Operations Directorate.

Each Regional Director, supported by the Executive Director and their team, provides appropriate care, support and assistance to the Society's Central Council(s), Regional Councils and Conferences within the region working collaboratively with the Central Council & Regional Presidents and all Conference members.

Each Regional Director, and their team, is responsible for local implementation of strategic initiatives and/or responses designed to enhance Conference and member engagement, volunteer engagement, community engagement, schools and youth engagement, community needs analysis, coordination of disaster response and the WECARE process.

The Regional Director is also responsible for facilitating the continued collaboration of the Society's people across the region, including the coordination of enabling functions, such as People & Culture, Mission & Spirituality and Pastoral Care, Finance & Property etc.

Other teams in this directorate are:

Member and Youth Experience: this team is responsible for state-wide membership strategy and engagement; member recruitment and onboarding; Conference support; youth and schools' strategy and engagement; and learning and development needs identification.

Volunteer and Member Programs: this team is responsible for state-wide volunteer strategy and engagement; volunteer recruitment and onboarding (including compliance); and learning and development needs identification. It is also responsible for state-wide program management and will support local delivery of membership programs, services and assistance including WE CARE, NILS, ERF, Twinning and other emerging programs.

Regional Operations: this team is responsible for local implementation of conference engagement; member engagement; volunteer engagement; WE CARE process; regional leadership; community engagement; community needs analysis; and enabling functions coordination.

Accountabilities and responsibilities

The Regional Director will:

- Ensure the successful implementation of the Society's current (and future) Strategic Plan 2020 – 2022 within the Membership, Volunteers and Regional Operations Directorate. This will include implementation action planning with Central Councils.
- Ensure that all areas of work integrate the organisation's mission, vision, values and Catholic heritage.
- Provide regional leadership, guidance and support for the staff and teams working within membership engagement, youth engagement, volunteer engagement, service delivery and enabling functions.
- Work collaboratively to ensure a cohesive approach between members and volunteers, area coordinators, retail staff, business partners, service delivery staff, and enabling functions staff to support a 'One Society'.
- Understand the needs of, and support engagement with members, volunteers and the local community to deliver on the Society's overarching mission and strategy.
- Develop strong working relationships with each Central Council President ensuring that accurate, timely and relevant advice is provided as required on all matters relating to the effective operation of the Central Council.
- Participate in Central Council meetings and Regional Council meetings (as required, including some weekends) as an ex-officio member and ensure the provision of effective, timely and accurate secretariat support for all functions.
- Ensure that appropriate forums are run for Conference Presidents across the region, in partnership with regional presidents, facilitating information sharing, education and personal reflection amongst members.
- Ensure that appropriate support and assistance is provided to Conferences in budget development to enable them to meet financial performance expectations and monitor and report on conference expenditure.
- Support localised delivery of all member programs and initiatives, including Twinning, WE CARE, NILS, Emergency Relief Fund (ERF) and any additional programs deemed appropriate by NSW State Council.
- Ensure reporting requirements to government agencies and funding bodies are completed accurately and on time for whole of Society reporting in accordance with contractual obligations and commitments.
- Develop the operational budget for the region in consultation with key stakeholders, overseeing performance against targets and reporting on financial variances and targets as required.
- Support effective engagement of members in Vinnies Services and commercial enterprises.

- Support engagement and information sharing through delivery of internal communications for members, volunteers and staff across the region.
- Ensure a safe working environment for staff, members, volunteers and our visitors to our stores and premises by actively overseeing the implementation of the Society's workplace health and safety policies, practices, procedures and guidelines.
- Ensure that members 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 that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements and board driven targets.
- Ensure that effective complaints and grievance handling protocols and procedures are in place to facilitate timely and effective resolution.
- Contribute to the development of papers for the Board and for State Council as required.

Critical Key Performance Indicators (KPIs)

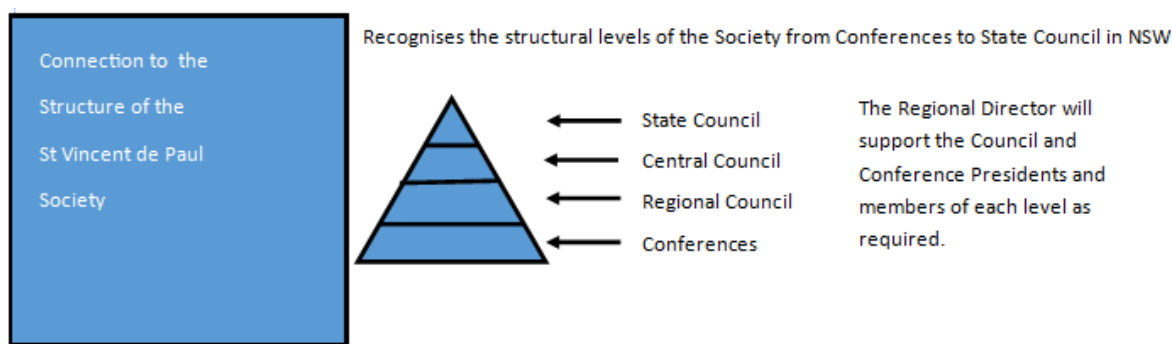
- Build and maintain constructive working relationships with the Central Councils, Regional Councils and their Presidents across the region.
- Improve the member and volunteer experience.
- Increase the number of active members and volunteers (including youth > 35 years old).
- Increase cooperation levels between member, volunteer, staff, Conferences and directorates.
- Facilitate effective implementation of the WE CARE and other membership programs in Conferences across the region, ensuring support for member led initiatives approved by Central Councils

Key working relationships

In addition to the Executive Director, their direct reports and other Regional Directors, the Regional Director will foster close working relationships with:

- Central Council President
- Regional Council Presidents
- Manager, Member Experience (Membership, Volunteers and Regional Operations directorate)
- Manager, Volunteer and Member Programs (Membership, Volunteers and Regional Operations directorate)
- Regional Manager, Retail and Area Manager, Logistics within the region (Commercial Enterprise and Fundraising directorate)
- Regional Managers, Vinnies Services portfolio (Vinnies Services directorate)
- Regional Partners in the region including WHS, Learning and Development, Employee Relations, (People and Culture directorate), Mission, Spirituality and Pastoral Care, (Mission and Spirituality directorate) and Facilities.
- Manager, Finance Shared Services (Finance and Corporate Services directorate).

Key Relationships with the St Vincent de Paul Society



Essential criteria

Critical capabilities

There are nine capabilities expected of all people in all roles at all levels across the Society. The level of capability required for this role is outlined below:

- **‘People we Serve’ Centric:** (Level 4) Lead excellent service provision and advocacy to reduce the impact of poverty and address injustice in our communities.
- **Values Based Leadership:** (Level 4) Lead and embed the ethos and spirit of the Society’s mission, vision, values and lay Catholic heritage.
- **Impact Focus:** (Level 4) Lead delivery of strategic priorities with a focus on data driven decision making and efficient and effective use of 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 4) Operationalise and lead the change required to deliver the Society’s mission and strategic priorities.
- **Team Performance:** (Level 4) Enable high performance and capability development across the Society.
- **Digital Engagement:** (Level 4) Promote digital engagement of virtual, dispersed stakeholders to maximise efficiency and effectiveness.
- **Innovation and Improvement:** (Level 4) Promote and enable innovative approaches to service delivery and ways of working.
- **Financial Acumen:** (Level 4) Lead the design and delivery of programs and services that ensures the financial sustainability of the Society.

Role-specific criteria

- A tertiary qualification and experience working in the social services or related sectors.
- Outstanding communication, influencing and relationship building skills, including a demonstrated ability to develop effective working relationships with diverse stakeholder groups across the region.
- Demonstrated ability and expertise in project management to oversee effective implementation of initiatives.
- Capability to promote and model the ethos and mission of the Society in all interactions with members, staff, volunteers and members of the broader community.
- Strong financial, planning, analytical, negotiation and problem-solving skills.
- NSW driver licence.