

## KARUNA HOSPICE SERVICE LIMITED

### POSITION DESCRIPTION (Current as of September 2024)

- Karuna’s Vision:** A world where people with life limiting illness live well and die peacefully.
- Karuna’s Purpose:** Supporting people affected by life limiting illness to receive person-centred care in their place of choice.
- Karuna’s Values:**
- How we think: **Humility**
  - How we act: **Kindness**
  - How we relate: **Respect**
  - How we find meaning: **Courage**

<b>Position</b>	<b>Chief Executive Officer / Board Director (FPMT Representative)</b>
<b>Status</b>	Full Time
<b>Reports to</b>	Karuna Hospice Service Limited Board of Directors
<b>Direct Reports</b>	As per current Organisational Structure – Karuna Leadership Team
<b>Location</b>	27 Cartwright St Windsor
<b>Position Purpose Statement and Accountabilities</b>	<p>The Chief Executive Officer is Karuna Hospice Service Limited’s (Karuna) most senior Executive role reporting directly to the Board and chairing the organisations Leadership Team.</p> <p>The purpose of the CEO role is to provide overall leadership of the organisation and to ensure Karuna is well-governed and managed, delivers quality outcomes for its’ patients / stakeholders, remains financially sustainable and operates in full alignment with the Buddhist principles upon which it was founded i.e. reflective of the principles and values of the Foundation for the Preservation of the Mahayana Tradition (FPMT).</p> <p>The CEO has a full Director appointment on the Board in accordance with the governance/Constitution requirements as a representative of the FPMT. Key accountabilities include:</p> <ul style="list-style-type: none"> <li>• strategy planning and delivery</li> <li>• financial planning and performance including philanthropic delivery, business planning and operational performance</li> <li>• effective governance processes</li> <li>• application of quality assurance and compliance/accreditation requirements,</li> <li>• risk management</li> <li>• provision of a safe and positive working environment; and</li> <li>• building and maintaining external relationships and corporate affairs.</li> </ul>

	Key imperatives of the role are to drive innovation, provide thought leadership and ensure cultural alignment across the organisation, and work to establish and maintain the highest quality of service and ethical standards for Karuna.
<b>Key Responsibilities and Tasks</b>	
<b>Strategic and Operational</b>	<ul style="list-style-type: none"> <li>• Develop and implement Karuna’s strategic direction and goals in conjunction with the Board.</li> <li>• Lead the translation of Karuna’s strategic plan and service agreements into annual operational plans and budgets for consideration by the Board and its committees, implementation of Board-approved plans and budgets.</li> <li>• Provide engaging leadership to guide the organisation through growth and change internally and externally.</li> <li>• Ensure the Mission, Vision and values are embedded throughout organisational culture and practice.</li> <li>• Ensure the guiding principles of the FPMT affiliation are recognised at an organisational and program level.</li> <li>• Ensure appropriate and timely communication with key FPMT lineage reports on matters related to Karuna.</li> <li>• Maintain a strong, transparent and collaborative relationship with the Board, providing consistent high-level information on operations and advice on policy and planning.</li> </ul>
<b>Financial Sustainability</b>	<ul style="list-style-type: none"> <li>• Drive revenue sustainability and diversification. Shaping the organisation’s sustainable future through the identification, and implementation of new strategic, service, operational and funding opportunities from all appropriate potential sources, which may include fundraising activities, government service agreements, non-government grants and independent commercial service agreements.</li> <li>• Lead the delivery of sound financial planning, practices and policies, including preparation and delivery of the annual budget.</li> <li>• Provide regular and accurate reporting to the Board and its committees on the organisation’s financial status, including performance against budget.</li> <li>• Ensure the appropriateness, accuracy and integrity of the organisation’s financial information, reporting, disclosure requirements and internal controls.</li> <li>• Ensure corporate and regulatory compliance related to all financial matters.</li> </ul>
<b>Stakeholder Relationships</b>	<ul style="list-style-type: none"> <li>• Act as Karuna’s lead public representative enhancing the organisation’s standing and public profile.</li> <li>• Demonstrate ethical leadership and communication with Karuna’s stakeholders.</li> <li>• Provide leadership to assure that Karuna and its’ mission, programs and services are presented to the community in a caring and positive manner.</li> <li>• Represent and advocate for Karuna to the wider community at every opportunity.</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain Karuna’s connection with FPMT ensure that the cultural ethos of the organisation remains grounded in the Buddhist philosophy and meet the requirements of the affiliation agreement with FPMT.</li> <li>• Provide the Board with timely strategic and operational advice on all aspects of the functioning of Karuna.</li> <li>• Establish and maintain productive working relationships and partnerships with professional peer network, donors, community and government funding entities, business and other appropriate community service and not-for-profit organisations.</li> </ul>
<p><b>Internal Organisational Leadership</b></p>	<ul style="list-style-type: none"> <li>• Effectively lead and manage staff and volunteers to ensure the best outcomes for stakeholders.</li> <li>• Establish effective communication processes with staff and volunteers.</li> <li>• Implement organisational structures that deliver effective and efficient service and program delivery.</li> <li>• Lead change management processes within the organisation as appropriate.</li> <li>• Model values-driven behaviour that reflect the ethos of Karuna and a commitment to ethical conduct, integrity, innovation and professional growth.</li> <li>• Lead the recruitment, selection, individual development and monitoring of direct reports to ensure organisational performance and succession planning.</li> </ul>
<p><b>People, Culture &amp; Safety</b></p>	<ul style="list-style-type: none"> <li>• Provide strong leadership and direction to Karuna staff, including behaving with integrity and in accordance with Karuna’s values and its Code of Conduct.</li> <li>• Maintain of an organisational culture that promotes high levels of staff performance, innovation and effective and efficient operations.</li> <li>• Ensure Karuna’s human resource policies, procedures and Code of Conduct are regularly maintained and communicated to staff, and that all staff receive regular training.</li> <li>• Provide overall leadership that strongly supports the safety and well-being of all people.</li> <li>• Build a culture that actively Identify hazards, assesses risk and implements control strategies to minimise risk of injury to people and property.</li> <li>• Ensure the relevant Acts and Regulations that apply to working conditions and the work environment are observed and enforced.</li> <li>• Encourage consultation and open communication in addressing safety issues.</li> <li>• Effectively manage staff performance by identifying and acting quickly in line with correct process/procedures on underperformance and/or misconduct/behavioural issues or non-compliance with policies and procedures.</li> <li>• Ensure relevant professional development and training for staff, appropriate to their role and of benefit to the Organisation.</li> <li>• Promote open communication when handling grievances and/or conflict situations and ensure a fair and confidential resolution process is followed as per organisational policies.</li> </ul>

	<ul style="list-style-type: none"> <li>• Work within the Enterprise Agreement (EA) and applicable Awards to ensure requirements and standards are understood and followed by all staff.</li> </ul>
<b>Quality Management, Compliance &amp; Governance</b>	<ul style="list-style-type: none"> <li>• Maintain a suitable corporate governance framework that is fully compliant with all regulatory, accountability and contractual obligations, including appropriate policies, procedures, processes and systems.</li> <li>• Ensure risk and compliance frameworks are developed and implemented and regularly reviewed and alert the Board to any significant risks of non-compliance or safety and sustainability risks to comply with applicable legal, regulatory, ethical and all other compliance requirements.</li> <li>• Manage compliance with contractual obligations and alert the Board to any risks of non-compliance.</li> <li>• Identify, manage and report to the Board on any significant emerging risks in Karuna’s operations.</li> <li>• Ensure Karuna obtains and retains all accreditation and compliance requirements to fulfill its contractual obligations and deliver our Mission.</li> <li>• Facilitate innovative approaches to service provision and funding which reflects contemporary care standards and remains aligned to values, mission and vision.</li> </ul>
<b>Professionalism &amp; Confidentiality</b>	<ul style="list-style-type: none"> <li>• Strive to build on existing skills and capabilities (actively seek opportunities to improve skills and competencies).</li> <li>• Comply with relevant professional development requirements in order to keep any relevant qualifications current.</li> <li>• Ensure all information related to employees and critical business strategies / operations are kept confidential.</li> <li>• Act professionally and represent the Organisation with dignity and respect at all times to staff and external stakeholders.</li> <li>• Reinforce the necessity for confidentiality with all staff, leading by example.</li> </ul>

## **Qualifications and Experience**

### **Essential**

- Over 5 years' experience in leadership or senior management across either health or social services / community services program delivery particularly in a not-for-profit organisation.
- Tertiary level qualifications in business, human resources, health or social services fields.
- Completion or current participation in a Board Governance training program.
- Ability to work consultatively within a diverse multidisciplinary group.

### **Desirable**

- Completion of suitable professional education / qualifications in a relevant discipline which enhances abilities and skills to undertake the role.
- Experience in strategic planning and annual business plans in a not-for-profit environment.
- A track record of innovation success.

### **Knowledge and Skills**

- Commitment to operate in complete alignment to Karuna's Vision, Purpose and Values.
- Experience in strategic thinking, planning and overall development of corporate plans, business plans and strategic initiatives.
- Sound understanding of legislation, standards and accreditation/reporting requirements and emerging trends in healthcare/social services industry in Australia and potential impact on the service delivery and corporate support systems.
- Commercial acumen and understanding of philanthropic drivers.
- Ability to coach, mentor, develop and inspire people and to drive cultural change.
- High-level skills of communication skills (written, verbal interpersonal) and positive collaboration approach with internal staff, external stakeholders and/or partners to build and maintain relationships.
- Demonstrated ability to analyse and review financial and corporate performance and identify opportunities for improvement.
- High levels of professionalism and personal integrity, self-motivation, drive and initiative.

### **Other Requirements / Expectations**

- Criminal History Check Clearance.
- Drivers Licence.
- Flexibility in work hours (within reason) to meet Karuna requirements which may require some after-hours commitments.
- Intrastate and Interstate travel may be required.
- Vaccination compliance (as required).

**END OF DOCUMENT**