**Position Description**

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| **Position Title:** | Chief Operating Officer |
| **Award/Classification:** | Non Award / Salaried |
| **Service:** | Service Delivery |
| **Reports to:** | Chief Executive Officer |
| **Direct Reports:** | Service Manager – IFS/FMHSS/SIFS Service Manager – CPSP/CNCP Centre Manager – headspace Inala/IPS/MobBOOST Practice Manager – Accoras Psychology Services |

*This position description does not form part of the contract of employment and is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.*

**Our Vision:**

Good mental health for all.

**Our Purpose:**

To strengthen the mental health, wellbeing and futures of people and communities.

**Our Values**

* We are courteous and have **respect** for each individual, particularly considering their beliefs, values, experiences and cultures.
* We act with honesty and **integrity**, holding ourselves to the highest ethical and professional standards.
* We understand our clients and communities and are flexible, innovative and **responsive** to their needs.
* We show empathy and warmth, are open and act with **kindness**.
* We build genuine connections and **relationships**, through teamwork, collaboration and consultation.

**Position Purpose:**

The Chief Operating Officer (COO) leads, plans and directs service delivery functions to ensure the successful delivery of Accoras’ objectives. Forming part of the executive leadership team, and leading a large geographically disbursed team, the COO will establish the strategy for all delivery requirements, and work with each functional leader to translate the strategic objectives into operational plans; driving revenue / marginal growth within Accoras and developing and leading the teams for high performance.

The COO promotes Accoras and engages with communities and stakeholders, building productive partnerships to deliver Accoras’ objectives, programs and projects. Through this, the COO will successfully deliver on the fundings agreements, while also looking for avenues within the community to generate growth.

Through leading the Accoras quality and compliance programs within the team, the COO will also identify and mitigate risks, while establishing a plan to deliver on system and operational improvements amongst internal and external stakeholders.

**Key Accountabilities, Responsibilities and Performance Measures**

| **Key Accountabilities** |
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| **Service Delivery Strategy**   * Develop, implement and oversee the strategy for the Service Delivery Division, in relation to the services offered, policies, practices, regulations and growth prospects within the community. * Translate the Service Delivery Strategy into operational objectives, delivering performance objectives and indicators within all of our Service Delivery Teams. * With the Executive Team, deliver the Accoras Strategic Plan; provide advice, regular updates and reports to the CEO, Board and Executive Team relating to service delivery and stakeholder engagement. * Manage and report on service performance, budgets and financial expenditure, and implementation of business and governance systems, policies and procedures.   **Financial Oversight and Budget**   * Working in collaboration with the Chief Financial Officer (CFO), develop and manage the operational budget for the Service Delivery Division. * Monitor operational spend, identify cost saving and implement controls, without impacting the quality of care across the Accoras service. * Support the CFO and CEO in the financial planning for the team, while seeing ways to generate financial growth within the community.   **Quality Control, Compliance and Process Improvement**   * Manage regulatory and compliance functions within Operations/Services Delivery to meet legislative and contractual requirements and deliver high quality outcomes against internal and external audits. * Ensure quality standards within Operations/Services Delivery are adhered to and identify opportunities to improve or streamline systems and processes. * Identify potential risks to operational effectiveness including employee and client safety, develop strategies to oversee the management protocols, operational plans or requirements to mitigate and manage these risks. * Evaluate the systems and processes within Accoras, and consider ideas to improve they way Accoras executes the service.   **Community and Stakeholder Engagement**   * Represent Accoras in high level stakeholder engagements including peak bodies, reference groups and working groups. * Foster relationships with community groups to encourage community views, establishing consultative forums to seek representation and advice on specific issues such as cultural matters, funding, project or program delivery, information exchange and support, and actively promote the work of Accoras. * Use internal and external data to analyse trends and identify opportunities for program expansion with new and existing funding bodies.   **People Leadership, Culture and Safety Management**   * Collaborate with other members of the Executive Team to promote and achieve organisational cohesion, the development of a culture of continuous improvement, and the promotion and adherence of organisational values and cultural programs. * Lead and manage the Service Delivery Division, resources and operations to ensure the successful delivery of efficient, effective and timely services consistent with Accoras’ strategic objectives and stakeholder expectations. * Set goals amongst each team and ensure that performance is appraised as part of the Accoras review and development program. * Coach leaders and employees to deliver a high performing culture; as set and defined by the Accoras leadership team. * Act as a role model by demonstrating safe work behaviours and conducting work in accordance with the Accoras safety management system. Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries and taking leadership in implementing preventable measures. * Comply with relevant Work Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training. |

**Role Selection Criteria**

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| **Qualifications & Requirements** |
| **Essential**   * Relevant qualifications in Social Work, Human Services, Psychology or similar. |
| **Knowledge, Skills and Experience** |
| **Essential**   * Significant and proven experience in managing the delivery of health and human services (preferably mental health) with a proven track record in a C-suite role, showcasing strategic abilities that deliver significant short and long-term business impact; * Demonstrated experience in the design and successful implementation of strategic and business plans, to meet key organisational growth and financial targets; * Demonstrated experience in leveraging existing programs to develop new business opportunities which attract funding; * Demonstrated people leadership including the management of workplace culture, performance management and professional development, including the ability to motivate a team to high performance; * Excellent communication, stakeholder management, motivational, influencing and negotiation skills, particular with government and other funding providers; * Demonstrated skills in making appropriate decisions and problem solving, especially in crisis or high risk situations; * High-level financial management, budgeting and reporting skills; * A solution-focused, flexible can-do approach to business that prioritises high quality outcomes; * High level of proficiency in Microsoft Office software, specifically Outlook, Word, and Excel and a good working knowledge of IT systems and processes; * Hold a current driver’s license and reliable, fully insured motor vehicle; * Hold a current Working with Children Check; and * Pass other suitability checks (e.g. criminal history). |

**Key Relationships**

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| **Internal** | CEO, Executive, Senior Managers, Finance, Support Services, Board and all other Accoras Teams. |
| **External** | Funding bodies, industry stakeholders and external advisors. |

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| **Position Description Approved By (name and position):** | Rebecca Culverhouse, CEO |

**Employee Acknowledgement**

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| I acknowledge that I have read and agree with the position description and will adhere to the values, responsibilities and performance expectations therein. | |
| **Signed:** |  |
| **Name (please print):** |  |
| **Date:** |  |