



## CHIEF EXECUTIVE OFFICER - POSITION DESCRIPTION

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<b>Location:</b>	West End, Brisbane QLD
<b>Employment type:</b>	Full time
<b>Remuneration and benefits:</b>	To be negotiated. Salary packaging benefits available.
<b>Last reviewed:</b>	October 2024

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### BACKGROUND

The Immigrant Women's Support Service (IWSS) is a specialist service providing culturally sensitive and confidential advocacy, counselling and support to immigrant and refugee women and their children from culturally and linguistically diverse (CALD) backgrounds who are affected by domestic and family violence or sexual violence.

IWSS works from a feminist and rights/advocacy framework which values cultural diversity and recognises the disadvantages faced by women and children of CALD backgrounds that arise from the structural inequalities existing in society.

IWSS' vision is that CALD women and their children are safe, independent, and hopeful about their future.

IWSS is governed by a voluntary Management Committee and receives funding from:

- Department of Justice and Attorney-General to deliver a domestic and family violence and a sexual assault service to CALD women;
- Department of Social Services for emergency/crisis relief to women and children;
- Consulate-General of Japan in Queensland to provide a specialist domestic violence service to Japanese women in Australia; and
- Other funding to undertake specific projects from time to time.

IWSS is staffed by a diverse workforce of women who possess relevant tertiary qualifications in the behavioural/social sciences.

Due to the nature of the services provided by the IWSS, we have adopted Section 25 of the *Anti-Discrimination Act 1991*, which enables the employment of women only for this position on the basis of "*genuine occupational requirements*".

### THE POSITION

The Chief Executive Officer (CEO) leads the operation and strategic development of IWSS, ensuring the high-quality provision of appropriate responses to domestic and family violence and sexual assault for women and children from diverse backgrounds.

This role requires a candidate with extensive experience in leadership and the day-to-day operations of a specialist non-government organisation, alongside a proven track record of effectively engaging with individuals from various cultural, linguistic, and socio-economic backgrounds.

The primary purpose of the CEO's role is to provide leadership to ensure the effective and efficient operation of IWSS, which includes:

- ensuring that IWSS services are accessible, client-centred, and culturally responsive at all stages of the client journey, and services are delivered in a timely and appropriate way;
- leading the operational planning and implementation;
- positioning IWSS as a Centre of Excellence within the domestic and family violence and sexual violence (DFVSV) sector for women and their families affected by violence;
- ensuring that the lived experiences of victims/survivors of violence against women inform the policy and reform initiatives of the service and the wider sector;
- establishing IWSS as a key partner and thought leader within the network of service providers for CALD women and those affected by violence; and
- supporting the Management Committee in fulfilling its governance responsibilities through comprehensive briefings, information dissemination, assistance, and resource allocation.

## **KEY EFFECTIVENESS AREAS**

### **Leadership**

- Lead, manage and develop IWSS to ensure the effective and strategic day to day operation of the service;
- Promote and drive a culture of continuous quality improvement, service innovation and positive culture within the organization;
- Develop strategic partnerships and establish IWSS as a leader in the DFVSV sector in Queensland and nationally; and
- Ensure that IWSS' profile, credibility and reputation are enhanced.

### **Team Management**

- Manage, supervise and develop the IWSS team to ensure effective working relationships and a positive culture throughout the organization; and
- Lead team management in areas such as:
  - Annual performance appraisal;
  - Professional supervision and professional development opportunities;
  - Effective recruitment, selection, induction and retention policies, practices, and strategies; and
  - Strategic oversight of the organisational structure to maximise the ability of the organisation to meet operational needs.

### **Financial Management**

- Ensure the effective management of IWSS' financial planning, budgeting, administration and accountability, including the provision of high-level financial reporting and advice to the Management Committee;
- Ensure that IWSS operates within relevant and contemporary policies and procedures which maximise service delivery and quality client outcomes;
- Support the governance responsibilities of IWSS through effective reporting, communication and compliance with all responsibilities including the provision and monitoring of quarterly and annual budgets and financial performance; and
- Identify funding and revenue opportunities to grow and strengthen the organisation.

## **Strategic Operation**

- Build, initiate and manage positive relationships and collaboration with government and non-government partners to improve outcomes for CALD women escaping domestic and family violence and sexual assault;
- Support and resource the Management Committee to identify and achieve effective plans for the future directions of IWSS;
- Lead and participate in high level advocacy and policy reform in Queensland and nationally regarding domestic and family violence and sexual assault and its impact on CALD women and their children; and
- Provide and develop education and training resources for government and mainstream community services and community groups to improve their understanding of and response to CALD women.

## **SELECTION CRITERIA**

### **Required**

- Relevant tertiary qualifications in human services, social or political science or related fields; and
- A current valid 'Blue Card' issued by Blue Card Services (Queensland Government) or the ability to obtain a valid 'Blue Card'.

### **Essential**

1. A demonstrated commitment to the philosophy of IWSS and the delivery of services to women within a feminist framework.
2. Substantial experience in the leadership and management of community-based organisations, including strategic planning, financial management, human resource management, service delivery and organisational development.
3. Well-developed knowledge of legislation and policy frameworks on domestic and family violence and sexual assault, including the impact upon CALD women and their children.
4. Excellent communication and interpersonal skills and proven ability to work effectively across a range of stakeholders in a cross-cultural context.
5. Understanding of the governance responsibilities of non-government agencies including reporting and compliance responsibilities as well as the ability to work collaboratively with the Management Committee.
6. Ability to effectively lead and manage a multidisciplinary and culturally diverse workforce to ensure a positive culture, and an efficient and collaborative response to women experiencing Domestic Violence and Sexual Assault
7. Experience in advocacy, influence and thought leadership in violence against women and children or a related field.

### **Desirable**

- A language in addition to English
- A current driver's licence