

Position Description	
Position Title:	Chief Operating Officer
Responsible:	The Board of Directors
Reporting To:	Chief Executive Officer
Supervisor Of:	Finance, System Tech and Human Resources
<p>At St John's, Clients are our primary focus. We are a dynamic organisation, committed to caring for our community by enhancing the independence and quality of life of the frail, elderly, younger people with disability and people with intellectual and psychiatric disabilities. We work as one team to take a proactive approach in the delivery of care, ensuring the services we provide to our community achieves best practice standards.</p> <p>We believe in investing in our most valuable resource, our staff. We support our team to continually develop and demonstrate strong leadership, empowering staff members and creating an environment where all individuals are treated with respect and dignity.</p> <p>Our staff are passionate about their work, advocates for our clients and dedicated to continually improving client outcomes. Our values of Clients, People, Accountability, Collaboration, Relationships and Recognition guide our decision making. They are not about what we do, but how we do it. Staff's dedication to our Mission and Values enables us to create positive experiences for our Clients and each other.</p>	
Position Objective	
<p>In your role as the Chief Operating Officer, you will lead the relevant teams and allocate resources appropriately. Reporting to the Chief Executive Officer and accountable to the Board, you will implement the strategic goals of the organization and work systematically to meet them.</p> <p>With your proven strengths in leadership and team development, this role offers you the opportunity to mentor and shape a knowledgeable team, encouraging accountability, high-performance and employee satisfaction.</p> <p>You will make it a priority to identify the financial and operational direction of the organisation. You will assess and evaluate strategies and make recommendations to the Chief Executive Officer and Board, on how the organization will differentiate itself from other like-minded organizations in the region, and will build teams, prepare budgets, forge alliances and build partnerships to further the mission of the organization.</p> <p>You will play a primary role in building and maintaining a positive culture of the organisation around community service, accountability and results so that the very best people in the field find us to be a solid professional workplace with ample opportunities for advancement and professional growth.</p> <p>You will invest heavily in the training, mentoring and capacity building of the finance and administration team. You will actively promote to build the organizations financial capacity and reputation, monitor budgets, identify new funding opportunities, be accountable for the financial health of the organization.</p> <p><i>To summarise, it is not the intent of this position description to limit the scope or responsibilities of the role, but to highlight the most important aspects.</i></p>	
Leadership	Success Indicators
<ul style="list-style-type: none"> • Lead, develop and support the relevant department areas • Deliver high quality customer services through staff that meet all relevant team performance and outcome indicators • Ensure relevant internal and external standards are aligned to St John's policies and procedures and result in excellent organisation outcomes. • Liaise with the Regional Community Services Manager to contribute to decisions and problem solving • Manage team dynamics, support productive working relationships. • Drive the formal leadership, learning and coaching of team members • Setting performance and development goals with direct reports and maintaining an atmosphere in which staff strive to reach their maximum potential • Assist in prioritising the work in all areas to ensure maximum productivity and output delivery • Ensure the risks associated with the activities of the team are identified and managed effectively. 	<p>Role models correct behavior and assists in developing a high performing professional team with a positive work culture</p> <p>Team performance and outcome indicators are met or exceeded using data and evidence based reporting</p> <p>Problems are reviewed, alternatives are recommended and concerns are resolved appropriately and in a timely manner</p> <p>Excellent client/staff outcomes; high level of customer service</p> <p>Employees demonstrate abilities to successfully deliver services and receive regular feedback and coaching</p>

<ul style="list-style-type: none"> • Promote and model sharing of knowledge and information • Assess the effectiveness of team members and organising the allocation of staff • Contribute to the ongoing development and implementation of the organisations strategy. 	
<p>Operations</p> <ul style="list-style-type: none"> • Provide support and direction to the relevant teams including Department to support the client services team in the planning, development and delivery of high quality and sustainable services. • Managing the workloads to ensure Key Performance indicators are being achieved daily by monitoring and developing the work systems, determining priorities and implementing policies and guidelines. • Ensure that services are managed in accordance with funding requirements, policies, allocated budgets and contemporary human resource management approaches. • Providing and presenting company-wide financial performance analysis and advice to the Chief Executive Officer, Board of Directors, the Finance, Risk and Compliance Committee and to other such purposes as directed. • Provide strategic advice including the preparation of planning data, budgets, reports, continuous improvement strategies and funding proposals • Maintain strong relationships with key stakeholders including funding bodies, referring agencies and service providers • Overseeing financial reporting, expenditure and quoting across key service delivery contracts and associated accountability, funding and policy issues – that meet core and emerging goals of the organisation. • Managing end of month and end of year processes including liaising with external auditors regarding audit program. • Preparation of and managing and monitoring progress of the budget and cash flow requirements. • Ensuring GST, Super and FBT is calculated and reported in accordance with legislation. • Ensuring all financial reports are prepared and delivered on specific deadlines in the required format e.g., Acquittals, Management Reporting, ACNC Annual Returns, Gender Equality. • Ensure data is relevant, accurate, and timely and presented to users in a way that enables all functional, and non-finance, team members to make informed decisions. 	<p>Success Indicators</p> <p>Services are delivered, data entry is accurate and presented to a high standard and within established budget</p> <p>Funding requirements are met</p> <p>Quality and Risk Management systems are implemented and effective; Audits are conducted and set targets are met</p> <p>Evidence of a strong working relationship with managers, funding bodies, referring agencies and service providers</p> <p>Consistently provides strategic advice and support to the CEO and Board.</p> <p>Consistently meets deadlines including all tasks and reporting requirements.</p> <p>Evidence based evaluation of continuous improvement in creating and implementing greater efficiencies within the finance and administration functions.</p>
<p>Governance and Compliance</p> <ul style="list-style-type: none"> • Adhere to and review of all policies, procedures, work practices, standard operating procedures, accreditation requirements, program standards and relevant legislation. • Ensure compliance with all relevant legislation and statutory requirements for all areas across the organization. • Ensure understanding and compliance with the Quality and Risk Framework. • Play a key role in the risk framework by: researching, ensuring the relevance and testing key controls, by working across the organization to capture and control risks. • Complete required reporting, documentation and business administration duties 	<p>Success Indicators</p> <p>Adequate controls are put in place; risks are appropriately mitigated.</p> <p>Adheres to SJCL policies, procedures, work practices, standard operating procedures, accreditation requirements, program standards and relevant legislation</p> <p>Consistently demonstrates appropriate Duty of Care.</p>

	<p>Reports, documentation and business administration duties are completed accurately and on time.</p> <p>Evidence of a strong Safety-First culture</p> <p>Nil noncompliance</p>
Continuous Improvement	Success Indicators
<ul style="list-style-type: none"> • Contribute to development of effective systems to ensure compliance with quality and risk management accountability requirements and reporting processes. • Optimising the utilisation of the existing MYOB Advanced Accounting platform including the links to the CRM, HRM and any other platforms. • Evaluating, improving upon or recommending changing IT systems and processes to further maximise performance, ease of use, reliability and efficiency for all users • Identify opportunities for improvement to services provided and recommend changes to procedures and standards that impact beyond own team • Take action to promote or implement new ideas and encourage others to do so • Work with the Senior Management Team to implement innovation and continuous improvement in service delivery • Continuously improve own capabilities 	<p>Procedures and standards are continually improved</p> <p>Evidence of improvement to financial and administrative services</p> <p>Strong working relationship with the Senior Executive Team Complete own performance review process</p> <p>Training and personal development plans are followed through at the agreed time and dates</p>
General Duties	
<ul style="list-style-type: none"> • Undertake the duties in accordance with St John's mission, values, departmental standards, policies and procedures • Treat clients with respect, dignity and strive to promote their independence at every level • Always maintain client confidentiality • Always represent St John's in a professional and positive manner • Maintain a friendly and approachable attitude towards clients and staff and a clean and professional appearance • Complete mandatory organisational training requirements • Attend meetings as required and completed any other ad hoc duties as directed by management 	
Qualifications	
<ul style="list-style-type: none"> • Bachelor's Degree in Accounting including Finance or equivalent • CPA/CA Qualification • Diploma of Leadership and or Management equivalent • At least 5 years senior financial leadership in similar role • Queensland Driver's Licence • Queensland Department of Transport Driver's Authorization including medical health check • Australian Federal Police Check Clearance • NDIS Screening Check and Working with Children Blue card 	
Essential Experience	
<ul style="list-style-type: none"> • Integrating IT Systems to improve accounting productivity and accuracy • Working with external auditors, compliance and regulatory oversight • Change leadership and change management • Excellent data interpretation, analytical, communication and presentation skills • Communicate effectively at all levels, building engagement, from boardroom to operations. • Knowledge of the Elderly and Disability Sector industry is desirable but not essential • Senior finance leadership role preferably in a not-for-profit • Working cross-functionally with multiple stakeholders in a supportive but challenging way • Interpreting operational data activities against financial results and providing commercial insights • Strong continuous improvement background with the ability to identify and implement solutions 	

- High level competency in utilising a variety of technology, financial systems, Microsoft office.
- High level skills in managing a team, setting priorities, planning and organising work to achieve specific tasks and set objectives efficiently and effectively within set timeframe
- Demonstrates a high-level understanding of:
 - o Accounting Standards
 - o Not-for-profit incorporations
- Excellent interpersonal and communication skills with the ability to communicate confidently with a diverse range of people

St John's Workplace Culture

All staff play a key role in shaping and influencing workplace culture. This requires a consistent approach and commitment by all staff to the following:

- Choose a positive attitude every day, actively role modelling the mission and values of St John's
- Build professional relationships clients, promoting the social and emotional growth of each individual
- by respecting their rights and opinions and by encouraging self-advocacy
- Treat everybody with respect and dignity and value people for who they are and their unique contribution, irrespective of role or level in the organisation
- Be open to receiving feedback and strive to continually improve yourself and the organisation
- Be clear and open about decision-making processes, gathering the ideas and input of others.
- Give new ideas from others proper consideration and participate in an inclusive and collaborative approach.
- Take a proactive approach to workplace health, safety and staff wellbeing.
- Celebrate diversity in the workplace and demonstrate cultural sensitivity
- Always behave ethically and with integrity