

Job Title: Chief Operating Officer

Position Description

Role Details:

Position Title	Chief Operating Officer (COO)
Reporting to	Chief Executive Officer (CEO)
Liaises with internally	All Staff
Liaises with externally	Key stakeholders including funding bodies, regulatory bodies, media, peak organisations, partner agencies, community members
Supervises	Housing Services Manager Client Services Manager Service Development
Purpose of the Position	The COO is a key member of the senior management team, reporting directly to the CEO. The COO is responsible for overseeing the day-to-day operational functions of the organisation, promoting the vision and values, driving performance and developing relationships with key stakeholders. Due to diverse business needs, the COO must be an experienced and efficient senior leader.
Hours	Full Time
Salary/Rate	Social, Community, Home Care, Disability Services Industry Award (SCHADS) Level 8 Salary package will be negotiated with the successful applicant.
Essential Criteria	<ol style="list-style-type: none"> 1. Commitment to the Vision, Purpose and Values of the organisation 2. Minimum Bachelor level qualification in a relevant discipline. 3. Proven experience as a COO, GM, or in a similar role 4. Ability to interpret Funding & Service Agreements, measure performance and understand and improve impact

	<ol style="list-style-type: none"> 5. Proven ability to lead, develop and manage others at senior management level 6. Exceptional interpersonal skills, including experience liaising with a diverse range of stakeholders, development of strategic relationships and a positive and engaging culture. 7. Demonstrated business acumen, including financial management skills and performance focus. 8. Demonstrated experience in thinking strategically, to identify emerging risks and opportunities, problem solve, apply creative solutions and drive change. 9. Well developed skills in digital and technology facilitating effective analysis of data, reporting and improving system quality.
Preferred Criteria	<ol style="list-style-type: none"> 1. Knowledge of the homelessness and Community Housing sectors
Behaviours Required	<ol style="list-style-type: none"> 1. Integrity & Accountability 2. Self Awareness & Impression Management 3. Accuracy 4. Result Orientation
Key Performance Indicators	<ul style="list-style-type: none"> • Direct reports achieve KPIs • Adherence to all legislative, regulatory, compliance requirements • Reporting to the CEO is of an exceptional standard in terms of timeliness, relevance and accuracy • Leaders within the organisation are supported and assisted to develop • Continuous Quality Improvement is evident across all responsibility areas • Business risks are identified, assessed and treated appropriately

Responsibilities:

Responsibilities	Focus Areas	Tasks
Responsibility	Focus Areas	Detail
Manage the day to day operations of the organisation and set goals for performance and growth	Risk and compliance Budgets Feedback and complaints Performance monitoring	<ul style="list-style-type: none"> Develop metrics to monitor and improve performance Identify gaps and develop strategies for improvement Identify, assess and respond to risks Budget Development and monitoring
Analysis of existing programs and systems to identify improvement areas	Compliance Performance Impact Quality	<ul style="list-style-type: none"> Together with Senior Managers, analyse the performance of each program area Implement projects that have a measurable impact on specific client cohorts Ensure compliance with relevant standards and legislation
Collaborate with the CEO to develop organisational strategy to promote growth and encourage the evolution of the organisation	People Place Presence Financial	<ul style="list-style-type: none"> Work with the CEO and other Senior Managers to develop internal strategies to promote growth in people, place, presence and financial capacity Develop quality funding submissions Plan for future business needs including offices, vehicles, employee numbers, services
Grow and develop the leadership capability for current and emerging leaders	Training and Development Coaching / Mentoring Identification of gaps Performance Improvement	<ul style="list-style-type: none"> Work with direct reports to identify and address skills gaps across their teams. Continuous focus on leadership development and upskilling existing and emerging leaders in coaching, mentoring and performance management. Support direct reports to monitor and maintain a positive workplace culture.
Develop metrics and measurements to monitor and improve performance, and create associated reporting mechanisms	DHHS accreditation Housing Registrar accreditation Feedback and complaints	<ul style="list-style-type: none"> Develop or improve reporting mechanisms for each program area to demonstrate performance, identify gaps, highlight key achievements and emerging risks Set targets for improvement for each area as required Identify emerging themes in feedback and complaints and develop strategies to address.
Present to the Board and Committees as required	Using business analytics to communicate performance Support senior managers to present to board	<ul style="list-style-type: none"> Prepare relevant, accurate and concise reports for Board as required Present to the Board as required demonstrating excellent communication skills, the ability to understand, interpret and respond to questions Support and coach direct reports to present to Board as required.

Relationship management	Key stakeholders Advocacy	<ul style="list-style-type: none"> • Represent the organisation to key stakeholders as required, promoting the organisation's vision, purpose and values. • Develop the organisation's advocacy positions on relevant matters • Work with the Innovations Team to develop key messages and participate in media and promotion
CEO relationship	Communicate all matters of importance in a timely manner	<ul style="list-style-type: none"> • Provide clear and concise information (written and verbal) • Identify and communicate risks together with mitigation strategies • Assist the CEO to develop organisational position on key issues.
Represent the organisation within local and state networks	Networks	<p>Including:</p> <ul style="list-style-type: none"> • Family Violence Networks • PowerHousing Australia • CHIA Vic • DHHS
Contribution to BeyondHousing	Broad activities of BeyondHousing	<ul style="list-style-type: none"> • Capacity to contribute broadly and positively to the culture, environment and strategic direction of the organisation • Represent the organisation in a way that is consistent and reflective of the BeyondHousing values • Adhere to human resource policies including OHS, Code of Conduct and Equal Opportunity policies • Follow lawful directions provided by senior members of the team • Abide by relevant legislation including; Privacy and Confidentiality legislation and ensure the strictest confidentiality in all dealings

I hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of the Business.

Name

Date

Instruction for staff

1. Read the Position Description carefully.
2. Ask if you need any information clarified.
3. Keep a copy for you to use at work.
4. This is a living, breathing document and may change with the needs of the Business. Please keep the Manager informed if you have any changes in the position.

Instruction for managers

1. Provide a copy of the Position Description with the letter of offer.
2. Copy the signed copy of the Position Description and give to the Staff Member.
3. Provide HR with Position Description
4. Place the signed copy of the Position Description on the staff file.