

<b>POSITION TITLE:</b>	<b>Executive Officer</b>
<b>POSITION LOCATION:</b>	<b>Warrnambool – travel throughout the Wimmera South West DHHS region and to Melbourne may be required</b>
<b>CLASSIFICATION:</b>	<b>As negotiated dependent on skills and experience</b>
<b>TEAM:</b>	<b>Executive Team</b>
<b>EMPLOYMENT:</b>	<b>1.0 FTE</b>

## OUR ORGANISATION

**Emma House Domestic Violence Services Incorporated (EHDVSI)** was established in 1979 and provides support and assistance to women and children who are experiencing, or who have experienced domestic violence / family violence. It is the primary specialist family violence service for South West Victoria. Our range of services can include crisis response, accommodation and/or outreach services, all of which are high quality and contemporary best practice models of service delivery.

EHDVSI is a feminist organisation that takes an intersectional approach, and our aim is to provide an empowering, respectful and culturally sensitive service committed to best practice. The EHDVSI hope is for a society where women and children live free from family, domestic or intimate partner violence in all its forms, and we work towards this each day.

## ROLE CONTEXT

The Executive Officer (EO) supports the Board of Management via being operationally responsible for ensuring the success of Emma House Domestic Violence Service Inc. (EHDVSI) in achieving the vision, strategic plan and objectives of the organisation into the future. The EO provides leadership, strategic management and business acumen for EHDVSI. This position reports directly to the Board of Management and leads a Senior Management Team who hold responsibility for four distinct services areas: Counselling, Accommodation and Support Services, Legal Services, Quality and the organisations Corporate Services

## PRIMARY PURPOSE OF THE ROLE

To lead the organisation through the transition and reform happening within the State Family Violence sector.

To translate the reform agenda into contemporary service delivery throughout the organisation.

To ensure that EHDVSI has a quality staff team, guided by policies, procedures and resources that allow the delivery of a high quality service and response to women and their children who have been impacted by family violence.

To lead and monitor the organisation's clinical governance processes.

To oversee a highly collaborative work force with internal and external stakeholder engagement to maximise the outcomes for women and children who have been impacted by family violence.

## REPORTING RESPONSIBILITIES

This position has a direct reporting relationship to the Board of Management.

The role also requires functional and dynamic relationships with external stakeholders and as such will require participation in sector committees and implementation groups.

## KEY RESPONSIBILITIES

### Leadership and Culture

- Provide leadership and direction for the management and integrity of EHDVSI in accordance with the organisations Delegation of Authority instrument
- Ensures appropriate systems and governance arrangements are in place for the effective operation of the organisation
- Ensure implementation of all services, coordinating financial, human and physical resources
- Oversee the Quality Management System and ensure compliance with the relevant standards, including the Human Services Standards
- Oversee the design, marketing, promotion, delivery of services and programs in accordance with the Strategic Plan.

### Governance

- Assists the Board of management in setting the values, vision and strategic plan for the organisation
- Develops and maintains effective reporting processes and provides high level advice and recommendations to keep the Board fully informed on all important factors for the organisation
- Enables the Board to achieve its governance functions effectively and facilitates optimum performance of the Board by undertaking appropriate research and providing the Board with data and advice to assist with decision-making and the development of innovative project ideas.
- Attends all Board and Board-related meetings, and delegates meeting attendance appropriately if and as required
- Supports the Board in recruiting and inducting new Board members

### Strategic Planning

- Provides leadership in the development, implementation, monitoring and review of the strategic direction of EHDVSI.

- Ensures successful positioning of EHDVSI for growth and expansion of services to meet the needs of the community, and enacts the vision and objectives of the organisation
- Demonstrates sound knowledge to develop and facilitate the business planning framework and processes within the organisation with a focus on service accountability and viability
- Provides research, analysis and advice to the Board to identify potential growth opportunities through partnerships and alliances and increases in the scope of services.

### Operational and Financial Management

- Prudently manages the organisation's resources and oversees all EHDVSI fiscal activities including budgeting, auditing and reporting, identifying resource requirements, seeking diverse funding sources, developing submissions and recommending annual budgets for Board of Management approval.
- Establishes annual financial operational budget by programs as directed by, and for the ratification of the Board of Management, which supports the Strategic Planning for the organisation and the Annual Work Plan.
- Manages the organisation's resources within the ratified budget.
- Monitors the operational budget and provides reporting to the Board of Management.
- Responsible for oversight of establishing annual program funded financial budgets for ratification of the Board of Management in line with the requirements of the Government funding, and ongoing monitoring of same.
- Provides oversight around operational risks pertaining to the ratified operational budget.
- Ensures compliance within the ratified Delegation of Authority for operational and capital expenditure.
- Establishes annual and 3 - 5 year capital budgets for the ratification of the Board of Management
- Ensures organizational compliance with annual financial auditing processes, including implementing audit outcomes and recommendations

### Service Delivery

- Full responsibility for the operational efficiency and day-to-day management and service standards, ensuring that systems, procedures, methodology and operations are based on principles of best practice in line with organisational values and which are consistent with the direction of government reform.
- Ensures the organisation is positioned to provide the highest quality service delivery for those who have experienced family violence.
- Raises awareness of the incidence and impacts of family violence, and promotes prevention and early intervention across the community.
- Ensures that staff receive the development required to stay at the forefront of their professions. Facilitate the development and delivery of best practice professional training and education programs to meet the needs of other professionals and the wider community.

### Continuous Improvement

- Drives and delivers upon continuous quality improvement practices and outcomes in accordance with the required Standards of Practice frameworks as denoted by the relevant

funding bodies and as identified by the selected accreditation service provider.

- Maintains and enhances the service delivery practice standards consistent with the EHDVSI aims and objectives within a Victim's Rights based service model.
- Provides leadership in implementing Continuous Quality Improvement, accreditation readiness and risk management.

#### Human Resources and People Management

- Provides clear direction to staff and sets the organisational culture through example and in alignment with EHDVSI Values
- Ensures the organisation develops, maintains and monitors Human Resources and Occupational Health and Safety policies, practices, procedures, and records in accordance with best practice and all current laws and regulations.
- Leads and inspires an organisational culture that is committed to service excellence and innovation
- Identifies the staffing requirements for future growth, ensuring recruitment practices support the building of a sustainable team that drives the organisational values.
- Leads change management undertakings as required to ensure achievement of EHDVSI strategic plans and vision.

#### Stakeholder Engagement

- Effectively manages relationships and adheres to reporting requirements with funding bodies at 100% compliance rate.
- Liaises and develops positive relationships with key stakeholders, networks, committees and partners to develop and enhance the profile of EHDVSI:
- Liaises with funding bodies on matters associated with funding obligations, service delivery and service development.
- Provides leadership in the Victorian sector, establishing alliances within the region to form structures that allow more effective liaison with Government for the provision of flexible and responsive services.
- Ensures that professional relationships are relevant and encouraged as a genuine two- way exchange.
- Represents EHDVSI at State-wide and Rural Forums to foster the development of a robust network designed to increase the awareness of our role and enhance the opportunity to advocate for the specific needs of women and children who are experiencing family violence.

#### Community and Public Relations

- Represents the interests of EHDVSI in the media and in dealings with the public, community and business groups.
- Develops effective communication channels within community, business and Government.
- Provides advice and support to the Board of Management in all matters relating to public relations and media.
- Advocates and lobbies for the rights of all people who have or are, experiencing family violence, at a local, state and national level.

- Works in coalition with community and business organisations to generate widespread support for and understanding of the vision and objectives of EHDVSI and fostering a positive community relationship

### Child Related Precautions

EHDVSI has an obligation to offer a safe environment for children and is required to ensure all employees are appropriately screened before working with children. Screening occurs via the mandatory Working with Children Check Act (2005), whereby all employees must have received a satisfactory assessment before employment can be confirmed, a satisfactory police record check, the interview process, whereby an applicant's personal and professional interest in working with children may be explored, and the referee check process, whereby information will be sought regarding an applicant's history regarding working with children

### Other

EHDVSI acknowledges **Aboriginal and Torres Strait Islander people** as the traditional custodians of the land on which we operate. We commit to working respectfully to honour their ongoing cultural and spiritual connections to the country.

EHDVSI actively values and **promotes diversity and is committed to being inclusive and respectful to all**. We welcome application from women and people who identify as women who are Aboriginal, members of the LGBTIQ+ community, from culturally and linguistically diverse backgrounds and women of all abilities.

**Risk Statement:** Risk management is a core component of EHDVSI governance arrangements and compliance across the organisation supports the Board, committees and senior management in their strategic and governance roles. Staff have an important role in contributing to, and applying effective risk management within their area of influence.

## QUALIFICATIONS, EXPERIENCE AND ABILITIES REQUIRED TO FULFILL THE ROLE

### **Qualifications:**

- Appropriate bachelor level qualifications in social work, health or related social science discipline and extensive clinical experience working in the community sector at an executive or senior management level
- Proven leadership experience and skills, including people and resource management, financial and business acumen.
- High-level capacity and experience in strategic planning, organisational change and growth. collaborative partnerships, policy development, service implementation and evaluation
- Excellent interpersonal communication skills, ability to provide informed and timely information and advice, ability to construct written documentation to the appropriate audience and to promote and represent the organisation across a range of settings.
- Demonstrated commitment to a learning culture and continuous quality improvement in the delivery of best practice evidence-based service delivery models.
- A sound understanding of the issues relating to family violence within a social, political emotional, legal, medical and economic context.

- A sound understanding of intersectional feminism and feminist leadership
- Demonstrated ability to lead organisational stability, vision and innovation in a changing environment.
- Demonstrated experience working within a funded-service framework, including experience managing and maintaining relationships with existing funders, and sourcing additional funding opportunities.
- Demonstrated capacity to work collaboratively with a Board of Management or equivalent, as well as with funding bodies and other key external stakeholders
- Current Victorian Drivers Licence
- Current satisfactory Police Records Check
- Current Working with Children Check

The successful candidate will have the best combination of the following characteristics:

- Commitment to the vision, philosophy and objectives of EHDVSI
- Understanding of the nature, scope and impact of domestic and family violence on women and children
- Understanding of the principles of empowerment for individuals, and women in particular
- Skills to develop and review immediate safety plans in collaboration with the service user
- Possession of a client focused approach that facilitates empowerment and independence for women, and safety and security for service users and their children
- Understanding of, and a commitment to advocating against structural inequality as it relates to women and their children
- Knowledge and skills in case management principles and practice
- Ability to undertake considered and comprehensive client safety / risk and homelessness assessments using the MARAM framework and the information sharing schemes

## Personal Attributes

- Compassionate
- Inclusive
- Respectful
- Empowering
- Encouraging
- Kind

## AUTHORISED BY:

NAME: Gabrielle Toscan  
POSITION: Board Chair  
DATE: April 2021