

POSITION DESCRIPTION

Executive Manager

Community Services

(Family, Youth and Wellbeing)



Reports to	Chief Executive Officer
Direct Reports	4-5
Employment Type	Permanent full-time
Award	Salary
Location	Tamworth, NSW

Centacare NENW (Centacare) is the Social Services Agency of the Catholic Diocese of Armidale and has been part of the local community since 2001. We offer a variety of social welfare services to empower individuals, families, and our broader community. As a Catholic agency, we welcome everyone – regardless of religion, circumstance, ethnicity, economic situation, age, gender, or ability.

Our mission is simple yet profound: to help each person we serve reach their fullest potential and experience a fulfilling life. Our values are the foundation of our work and shape the way we consistently deliver our programs:

- **Dignity:** We treat everyone with respect and kindness, recognising that each person has unique value and deserves to be honoured.
- **Community:** We believe in the power of working together. By creating a welcoming and supportive environment, we help everyone feel part of our community, strengthening the connections that bring us together.
- **Cooperation:** We work hand-in-hand with various stakeholders, including local organisations, to ensure our services effectively meet the diverse needs of those we help.
- **Support:** Our commitment to support is about providing both emotional and practical assistance to empower individuals and families.

Your team

The purpose of the team is to provide support and services, delivering tailored programs addressing domestic violence prevention, youth justice, drug and alcohol support, and family law related services such as mediation and case management. By focusing on early intervention and conflict resolution, the team strengthens family resilience and enhances the quality of life through holistic, community-focused support.

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Your role

As the Executive Manager of Community Services (Family, Youth and Wellbeing), you will provide visionary leadership, dynamic strategic leadership, and operational management to the team. Your expertise will ensure that all services are client-centred, maintaining high standards of quality and ethical delivery.

You will be instrumental in navigating the complexities of family, well-being, youth and justice services, ensuring compliance with legislative standards, and securing vital program funding. This role demands a proactive approach to innovative practices and continuous improvement, ensuring Centacare remains at the forefront of family support services, delivering high-quality services to families in our communities.

You will also demonstrate a deep resonance with and understanding of the mission of Centacare, with the ability to align with Catholic social services values. You will also exhibit a strong alignment with the mission of Centacare, ensuring that your work consistently reflects and upholds the values of Catholic social services.

Key accountabilities include:

- **Client-Centred Service Delivery.** Deliver services with a strong client focus, ensuring high standards are upheld as a benchmark for quality and ethical delivery of service
- **Strategic Leadership and Planning.** Lead the development and continuous improvement of services to ensure high quality, client satisfaction, and alignment with organisational goals.
- **Innovative Practices and Continuous Improvement.** Drive the adoption of creative practices and strategies to maintain and exceed industry standards, ensuring we remain at the forefront of family, well-being and justice services.
- **Partnership Development.** Establish and leverage partnerships with key stakeholders, including funding bodies, peak bodies, regulatory agencies, and community organisations, to ensure the effective delivery of Centacare's programs.
- **Advocacy and Public Relations.** Actively advocate for Centacare's services, promoting our mission and programs to local community stakeholders and the media to enhance awareness and support.
- **Governance and Compliance Management.** Ensure adherence to corporate governance requirements, such as legislative and contractual governance, risk governance, and financial governance, across all services and programs, ensuring compliance and transparency.
- **Risk and Quality Management.** Identify and manage risks to the organisation and the community services programs, developing strategies to mitigate those risks. Oversee the implementation of quality improvement initiatives and accreditation processes.
- **Board and Committee Representation.** Provide executive representation at a Board and Board Committee level.
- **Motivate, Lead, Develop and Enable Staff.** Create a high-performing and engaged team by providing coaching, mentoring, and professional development opportunities, fostering a positive and inclusive work environment.
- **Executive Leadership Team.** Commit to actively working with the CEO and Executive Leadership Team across the implementation of The organisation's strategic plan and initiatives.

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As a valued member of the team, you will also:

- Work positively and collaboratively, upholding and role-modelling our values.
- Take reasonable care for your health and safety and that of others in the workplace who may be affected by your actions.
- Undertake additional responsibilities or tasks as required.

Qualifications, Experience, Skills & Knowledge

- Tertiary qualifications in the areas of business, leadership or specialist area relevant to the role.
- More than five (5) years of experience in managing government-funded programs across a large geographical footprint, ensuring consistent service delivery and quality across similar programs to those delivered by the team.
- Demonstrated experience in establishing and servicing links between multifaceted services such as mental health, general health, human services, family law services, youth and justice services.
- Demonstrated ability to advocate for the unique needs of regional and rural communities at a local and national level to ensure ongoing funding cycles and new funding programs based on need.
- Experience in the corporate governance of services, ensuring compliance with legal, regulatory, and ethical standards.
- Strong strategic planning skills with a demonstrated ability to develop and execute long-term plans that align with organisational objectives.
- Demonstrated experience in resource allocation, setting priorities, and managing budgets within a large and complex organisation.
- Competence in accurate forecasting, analysing, and interpreting program budgets, with the ability to take corrective action as necessary.
- Exceptional communication skills, both written and verbal, with the ability to engage and influence stakeholders at all levels.
- Ability to thrive in a dynamic environment, adapting to changing circumstances and addressing challenges proactively.

Eligibility/other requirements

- Successful completion of a National Crime Check.
- Successful completion of a Working with Children Check.
- Successful completion of the National Disability Insurance Scheme Check
- Valid Australian Driver's Licence.

I acknowledge that I have read and understood the position's accountabilities, responsibilities, and capabilities as outlined in the above Position Description.

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