



# Can:Do Group

**CHIEF EXECUTIVE OFFICER**

**JOB & PERSON SPECIFICATION**

**AUGUST 2022**



## JOB SPECIFICATION

|                           |                                  |
|---------------------------|----------------------------------|
| <b>POSITION:</b>          | <b>CHIEF EXECUTIVE OFFICER</b>   |
| <b>REPORTS TO:</b>        | <b>TOWNSEND HOUSE INC. BOARD</b> |
| <b>EMPLOYMENT STATUS:</b> | <b>FULL TIME</b>                 |

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### **Broad scope**

Can:Do Group encompasses South Australia's oldest charitable service provider, Can:Do 4Kids, Townsend House and its social enterprise audiology business, Can:Do Hearing. We strive together to build inclusive communities and give people the skills to live a life without limits. Be it through speech or sign, touch or technology, we will support every person who is deaf, blind, hard of hearing, has low vision or other sensory needs to be the best they can be.

Our values; we act with care, we live courageously, we stay connected and we work conscientiously guide how we interact with each other, and how we work together to achieve results.

Can:Do continues to navigate a sector which is experiencing significant transformation and therefore the organisation needs to remain agile and at the forefront of an ever changing domain to ensure a sustainable commercial model and the very best clinical care and client outcomes.

### **Key responsibilities**

- developing and driving strategy for the business and proactively responding to an ever changing sector;
- overseeing and assuming ultimate accountability for all business functions
- ensuring that all business decisions are implemented and reasonable action is taken in a timely and effective manner;
- assisting and advising the Board in developing initiatives for the business effectiveness;
- working closely with the Senior Management Team to craft, communicate and implement the overall strategic and business plans for the whole business and all its functions ;
- ensuring that the business' human, physical and financial resources are effectively managed and services are provided efficiently and in a manner which meets customer needs and commercial requirements.

### **Key result areas**

1. leadership, strategic planning and communication;
2. human resource management;
3. financial & asset management and corporate compliance;
4. operations management & major projects/innovation;
5. stakeholder management, marketing and customer service;



## **JOB SPECIFICATION**

### **1. Leadership, strategic planning and communication**

- 1.1 effectively communicating and exemplifying CanDo Group's vision, mission, objectives, values and strategies to all key stakeholders;
- 1.2 performing the pivotal leadership role for the business;
- 1.3 working closely with the Board and Senior Leadership Team to ensure strategic plans are prepared, implemented and communicated effectively;
- 1.4 maintaining a continuous review of the business progress in attaining the Objectives and Strategies of the Corporate/ Strategic/ Business Plan;
- 1.5 executing and measuring strategic initiatives;
- 1.6 proactively identifying and mitigating risks and developing appropriate strategies to manage risk;
- 1.7 overseeing and assuming ultimate accountability for all regulatory, statutory and legislative obligations;
- 1.8 working with the Board to identify, measure and deliver on agreed annual key performance indicators;
- 1.9 ensuring effective communication and transparency with the Board;

### **2. Human resource management**

- 2.1 coaching and mentoring the senior leadership team, developing the skills and experiences required to achieve strategic and succession plans;
- 2.2 leading, developing, motivating and managing the human resources of the business;
- 2.3 regularly reviewing the organisational structure and business model to ensure it is flexible and appropriate;
- 2.4 ensuring recruitment is undertaken in line with effective workforce planning strategies and in line with contemporary and equal opportunity principles and practices;
- 2.5 ensuring professional development and training opportunities are available to employees;
- 2.6 providing evaluation of the Senior Leadership Team's work, and ensuring contemporary performance management procedures are in place throughout the organisation;
- 2.7 ensuring a harmonious and participative employee relations culture and providing appropriate conflict management;
- 2.8 creating and maintaining a positive, constructive and productive staff culture towards positioning CanDo Group as an employer of choice;
- 2.9 ensuring succession plans are in place for all key roles;
- 2.10 ensuring that the business complies with all statutory and legal obligations including but not limited to all relevant work health and safety obligations.

### **3. Financial & asset management and corporate compliance**

- 3.1 providing financial oversight regarding business accounts, investments, bank tenders, bank facilities, audits and financial forecasts;
- 3.2 building a profitable and sustainable business, by ensuring annual and long term financial plans and budgets are prepared, monitored and controlled;
- 3.3 ensuring the Board are provided with timely and accurate management and financial reports to aid key decision making;
- 3.4 effectively managing and monitoring of the Business's operating revenue and expenditure, maintaining a focus on net operating profit;



- 3.5 ensuring long term asset management plans are in place and closely monitored;
- 3.6 evaluating and signing-off on key investments in equipment, infrastructure and talent;
- 3.7 overseeing capital works and other property related projects to ensure they are managed and delivered within agreed budgetary and time constraints;
- 3.8 ensuring the Business meets all its statutory, legal, governance and reporting obligations;
- 3.9 monitoring and controlling cashflow for the business;
- 3.10 identifying, scoping, developing and delivering initiatives to activate new revenue streams.

#### **4. Operations management & major projects/innovation**

- 4.1 providing an overview of the various operational areas of the business and reporting to the Board on a regular basis regarding improvement initiatives;
- 4.2 ensuring major projects are completed in line with time and budgetary constraints and project status regularly monitored and communicated;
- 4.3 identify, implement and review the business' IT systems to ensure effective operation and security of commercial data;
- 4.4 proactively implementing new services to support the existing business;
- 4.5 searching for and delivering on new market opportunities, such as :-
  - New locations;
  - Improved stakeholder engagement;
  - Mergers and acquisitions;
  - Service expansion;
  - New technology adoption and implementation.

#### **5. Stakeholder management, marketing and customer service**

- 5.1 constantly identifying and developing innovative opportunities and strategies to ensure CanDo Group is customer focussed and delivers increased value to clients;
- 5.2 establishing and maintaining effective relationships with all stakeholders, such as State and Federal politicians, relevant governmental agencies; focus groups and private organisations;
- 5.3 effectively liaising with clients, donors, referrers and other stakeholders;
- 5.4 responding and initiating as required in regard to media;
- 5.5 representing the Business at appropriate events to maintain and if necessary enhancing CanDo Group's public profile amongst stakeholders;
- 5.6 proactively driving, modelling, facilitating and championing a strong culture of customer service with all stakeholders;
- 5.7 providing quality communications, and advocating and negotiating with a wide range of internal and external stakeholders;
- 5.8 overseeing the marketing and business development functions to ensure CanDo Group retains its position as a market leader in its industry domain;
- 5.9 managing the relationship with key suppliers and advisors;
- 5.10 managing relations with the Board of Directors.



## PERSON SPECIFICATION

### Qualifications and ongoing professional development

- tertiary qualifications in an appropriate discipline are highly desirable;
- post graduate qualifications will be well regarded;
- there is a high expectation of appropriate ongoing professional development whilst in the role to ensure the incumbent remains across key industry dynamics and professional disciplines under management.

### Experience & knowledge

- it is anticipated that the successful candidate will have gained extensive experience in the management of multi-functioned service organisation in the private sector, together with extensive experience in the supervision and management of strategy staff, assets and finances.
- experience within the NDIS, aged care, health, human services and broader *not for profit* sector will be well regarded.

### Personal qualities

- excellent written and verbal communication skills;
- high levels of strategic, political and commercial acumen;
- excellent negotiation skills;
- proficiency at public speaking;
- ability to chair and control meetings;
- excellent interpersonal skills;
- self starting and highly motivated;
- strong legislative and documentation interpretation skills;
- excellent skills in analysis and problem solving;
- excellent team building and leadership skills;
- authenticity, warmth, empathy and good humour;
- skills to effectively communicate with a wide range of stakeholders from diverse backgrounds;
- strong ethics and professionalism in all matters;
- initiative and innovative approach;
- ability to make tough decisions and deliver difficult messages;
- ability to manage conflict;
- capacity to mentor, empower and develop strong performers;
- capacity to manage performance;
- vision combined with strategic thinking and planning skills;
- diplomatic but with a strong personality;
- demonstrated energy and passion for service to a community;
- ability to earn respect of others;
- ability to establish trust and empower staff;
- demonstrated capacity for delegation;
- preparedness to be hands on if required;
- preparedness to admit fault and limitation;
- ability to demonstrate a professional outlook and presentation style;
- ability to drive positive change within an industry undergoing transformation;
- courteous assertiveness;
- the intelligence, experience and wisdom to assess options and advise the Board.



## HOW TO APPLY

Applications should be addressed to Andrew Reed. Please visit [henderconsulting.com.au](http://henderconsulting.com.au) to apply.

For a confidential discussion, please call (08) 8100 8827.

### **Please Note**

Your application will be automatically acknowledged by a return email.