



CHIEF EXECUTIVE OFFICER

JOB & PERSON SPECIFICATION

MAY 2025

JOB DESCRIPTION

TITLE OF POSITION	Chief Executive Officer (CEO)
CLASSIFICATION LEVEL	Contract as negotiated
PROGRAM	Disability Services
REPORTS TO	LDS Board of Directors
DIRECT REPORTS	Chief Operations Officer General Manager Client Services Senior Finance Manager Senior Property Consultant

OVERVIEW

The Lutheran Disability Services (LDS) mission is to enable adults with a disability to live independent, active and fulfilled lives by:

- delivering excellent supported accommodation services that are client focused and based on Christian values
- providing opportunities for people with a disability, and their families/supporters, to be actively involved in the spiritual and social life of Christian communities
- encouraging and supporting active involvement in activities of choice, that foster individual growth and achievement
- facilitating wherever possible, the active involvement of a clients' families/supporters and personal networks.

Reporting to the LDS Board of Directors (LDS Board), the CEO has responsibility to lead the organisation in meeting regulatory requirements and achieving strategic goals by engaging and motivating the team in the pursuit of agreed vision, growth and business performance, while anticipating and managing risk.

The CEO leads a total staff team of around 250 employees (permanent, full time/part time and casual), across a range of locations and activities.

ROLE SUMMARY

The LDS Board has the CEO as its single point of delegation and holds the CEO accountable for meeting all the LDS Board's expectations for organisational performance. The LDS Board delegates to this position all the authority that such extensive accountability deserves.

The role of the CEO includes:

- developing and executing plans aligned to the strategic outcomes as agreed with the LDS Board
- ensuring the LDS mission, programs and services are consistently presented to relevant external stakeholders and the broader community in a strong, positive way
- delivering an excellent accommodation and support service that is person centred and based on Christian values
- leading the organisation in alignment with LDS's values, to foster staff engagement and develop capability and change readiness
- effectively managing LDS human resources in accordance with authorised personnel policies and procedures and current laws and regulations
- ensuring LDS operations meet all legal requirements and National Disability Insurance Scheme practice standards
- recommending the annual budget for Board approval and prudently managing resources within the budget and in accordance with current laws and regulations
- implementing the LDS Board-approved risk management policy (inclusive of cyber security risk)
- leading effective communication that flows throughout the LDS community across clients, client families/supporters, staff and the LDS Board
- maintaining effective external working relationships across NDIS administration, governments, potential business partners and funding bodies, and church communities

CORE COMPETENCIES AND OUTCOME DESCRIPTORS

Competency	Outcome Descriptors
Person Centred Thinking	<ul style="list-style-type: none">• Passionate commitment to serving the needs of individuals living with a disability, families and support workers in the community.• Ability to work alongside client's families and support workers in finding solutions to successful achievement of client goals.• Envisage/manage internal and external strategic projects to meet agreed objectives and timeframes.
Quality	<ul style="list-style-type: none">• Demonstrated understanding of, ability and commitment to, working within a continuous improvement framework for human service organisations, including the ability to; plan, evaluate, implement and document change.• Clear understanding of and commitment to LDS retaining all accreditations under the NDIS.
Commercial Acumen	<ul style="list-style-type: none">• Managing the budget of LDS.• Ensuring all programs remain on budget and that all financial reporting is acquitted as per program contractual requirements.
People Management	<ul style="list-style-type: none">• Keep up to date with all policies, procedures and processes that apply to LDS and ensure all staff work in compliance.• Mentor all staff in the team to assist with growth in knowledge, skills and confidence.• Identify high potential employees through talent management and develop a succession planning process.

Communication	<ul style="list-style-type: none"> • Highly developed written and verbal communication skills including the ability to confidently and clearly articulate and convey information in a manner appropriate to the target audience. • Promote, facilitate and model positive collaboration between agencies and sectors. • Ability to provide clear and concise presentation of written information (reports, tenders, correspondence, emails, briefs, etc) in such a way that conveys understanding and retention of content. • Proven facilitation and highly developed negotiation skills. • Demonstrated ability in using advanced IT, communication and marketing technologies (including the Microsoft office suite).
Managing Relationships	<ul style="list-style-type: none"> • Initiating and developing key local community partnerships to engage community driven and agency supported program initiatives that are designed to increase levels of engagement of members in meaningful, quality programs. • Builds and maintains positive, productive and mutually beneficial and collaborative working relationships, internal and external, establishing networks across Government, the Disability Sector, the Lutheran Church and the community to facilitate LDS strategic objectives. • Exceptional negotiating skills and ability to grow LDS into the future so that it remains sustainable.
Drive and Commitment	<ul style="list-style-type: none"> • Thrives in a busy environment, enjoys challenging targets. • Focuses on results/outcomes with the ability to prioritise tasks and manage conflicting objectives. • Creates business development opportunities including, potentially, consideration of acquisitions and mergers
Planning, Organising and Problem Solving	<ul style="list-style-type: none"> • Identifies and prioritises tasks, planning ahead and establishing courses of action, developing schedules to ensure that work is completed within deadlines, anticipating and adjusting for potential barriers and problems. • Providing and implementing effective solutions to problems.
Creativity and Innovation	<ul style="list-style-type: none"> • Ability to lead and actively participate in action teams to accelerate and advance best practice in quality service delivery. • Understands the process required to generate innovation. • Encourages and supports innovation across staff teams.

KEY RESULT AREAS AND ANNUAL PERFORMANCE

The LDS Board will agree key result areas and indicators with the CEO on an annual basis and sign off on them via an annual business plan. The CEO will report to the LDS Board quarterly on delivery progress. The plan will typically cover:

- Leadership and organisational development
- Financial, risk and resource management
- Client services delivery
- Advocacy/community and reputation
- Marketing
- Business Development (growth) and organisational sustainability
- Professional development

REQUIRED SKILLS AND ATTRIBUTES

- Strategic and operational leadership experience in values-led organisations
- A consultative and inclusive leadership style, aligned to person- and family-centred service quality and duty of care
- Strong commercial acumen and the ability to understand and interpret financial information
- Clear understanding of organisational risk and risk management frameworks
- Proven ability to take initiative and navigate complex stakeholder environments
- Demonstrated commitment to the Christian ethos and values of LDS, and a willingness to support and promote them
- A working knowledge of the disability sector and the NDIS, with ability to adapt to working under highly defined legislative and regulatory requirements
- Clear understanding of the respective roles of Board and CEO
- Relevant tertiary qualifications, leadership or management qualifications
- Current DHS Working in Disability and Working with Children clearances
- Current driver's licence



HOW TO APPLY

Applications including a cover letter and CV should be addressed to Andrew Reed and Bernie Dyer. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call Andrew Reed or Bernie Dyer on (08) 8100 8848.

Please Note

Your application will be automatically acknowledged by a return email.