



CHIEF EXECUTIVE OFFICER

JOB & PERSON SPECIFICATION

SEPTEMBER 2025

JOB DESCRIPTION

TITLE OF POSITION

Chief Executive Officer

CLASSIFICATION LEVEL

Lutheran Care Level

PROGRAM

Executive Operations

OVERVIEW

Lutheran Care provides community services across South Australia and the Northern Territory through a range of programs, including Emergency Relief, Financial Counselling, Family Support and Education, Foster Care, Homelessness and Housing, Allied Health and NDIS Disability Services.

We are committed to inclusion and equity, reducing barriers and encouraging the participation of people of all ages, genders, Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, people with disability, and members of the LGBTIQ+ community.

ROLE SUMMARY

The Chief Executive Officer (CEO) is the principal leader of Lutheran Care. Reporting directly to the Board, the CEO holds delegated authority to manage the organisation's operations, resources, and strategy within parameters set by the Board.

The CEO is responsible for implementing the Board-approved strategy, ensuring Lutheran Care delivers high-quality, person-centred services, maintains financial sustainability, and builds a reputation for excellence and integrity.

As CEO, you will provide decisive and ethical leadership, foster a culture of inclusion and innovation, and represent Lutheran Care with influence across government, sector partners, funders, and the Lutheran Church. You are accountable to the Board for ensuring the organisation remains effective, future-focused, and impactful in the communities it serves. As the CEO, you will be expected to lead with vision, integrity, and deep commitment to the organisation's mission and values.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

- Reports to: **Lutheran Care Board**
- Works in consultation with: **Bishop of the Lutheran Church of Australia SA/NT**
- Provides direct leadership to: **Executive Management Team**

- Represents Lutheran Care with: Government, funders, regulators, sector leaders, and the community
 - Works proactively and collaboratively with other community sector agencies as required
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CORE RESPONSIBILITIES

1. Governance and Board Accountability

- Operate within authority delegated by the Board and ensure appropriate sub-delegation across the organisation.
- Provide the Board with timely, accurate, and relevant information to support effective governance.
- Report on organisational performance, risks, external changes, and compliance with Board-approved strategies and policies.
- Maintain a strong working relationship with the Board Chair, consulting regularly on strategic, operational, and risk matters.
- Respect governance boundaries, ensuring the Board is engaged in strategy, oversight, and risk, not operational decisions.

2. Strategic Leadership

- Lead the development and execution of Lutheran Care's Vision through the Strategic Plan and Corporate Plan.
- Provide vision, innovation, and foresight to anticipate external trends and position Lutheran Care effectively.
- Provide leadership and vision for the development of Lutheran Care policy and implementation of service provision.
- Ensure organisational structures, systems, and processes align with strategic and cultural priorities.
- Champion Lutheran Care's mission and values, embedding them into all leadership and decision-making.
- Ensure Lutheran Care remains relevant and impactful in the communities it serves, and maintains its strong reputation for excellence and integrity in all of its activities.

3. Organisational and Cultural Leadership

- Develop and maintain the organisational culture, structure and systems that facilitate the achievement of the Vision and Strategic Directions of Lutheran Care and ensure measurable outcomes to the community through the work of Lutheran Care's Strategic Plan.

- Role model visionary and exemplary leadership and commitment to Lutheran Care's Vision and Values of Inclusion, Social Justice, Courage, and Compassion in all actions and decisions.
- Build and lead a high-performing Executive Team, fostering cohesion, accountability, and shared purpose.
- Drive cultural development, creating a workplace of integrity, respect, inclusion and innovation.
- Ensure optimal and equitable service delivery in the community through effective and efficient management of the organisation's human, financial and physical resources and mitigation of risks.
- Lead change agendas, generating workforce readiness through timely communication and support strategies to enable people to succeed. Ensuring that services provided and resources allocated achieve the outcomes identified in the Lutheran Care Strategic Plan.

4. Financial and Resource Responsibilities

- Hold ultimate responsibility for financial sustainability and performance.
- Oversee effective management of financial, human, and physical resources.
- Ensuring funding levels are adequate to address priority areas in service provision.
- Secure and diversify funding, including government contracts, philanthropic partnerships, and commercial opportunities.
- Make decisions on investment, expenditure, and resource allocation to balance short-term needs with long-term growth.

5. Stakeholder and Sector Engagement

- Represent Lutheran Care as a respected and credible voice with Lutheran Church, government, funders and sector partners.
- Build and sustain strategic alliances that enhance the organisation's influence and impact.
- Monitor policy, political, and industry developments to anticipate risks and opportunities.
- Advocate for social change and systemic reform to benefit the communities we serve.

6. Service Excellence and Impact

- Ensure Lutheran Care delivers safe, high-quality, person-centred services.
- Understand, lead and, support continuous quality improvement at Lutheran Care. Ensure accountability to the Board, funders, regulators, and the communities served.

- Demonstrate measurable outcomes aligned with the Strategic Plan and community needs.

7. Work Health and Safety

- Fulfil duties as **Person Conducting a Business or Undertaking (PCBU)** under WHS legislation.
 - Ensure systems, resources, and culture support safe and healthy workplaces.
 - Champion wellbeing and safety as core organisational priorities.
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PERSON SPECIFICATION

Qualifications and Experience

- Tertiary qualifications in a relevant discipline (Business, Finance, Social Sciences, Law) with extensive executive leadership experience in a CEO or similar level role.
- Proven track record leading complex organisations in dynamic environments.
- Demonstrated success in financial leadership, organisational change, and service excellence in the human services sector.
- Significant experience in all levels of government relations, advocacy, and stakeholder engagement.
- High level verbal and written skills to co-ordinate and produce briefings, submissions and reports for decision making by Lutheran Care Board, Executives and stakeholders
- Leading and managing a community-based organisation.

Skills and Attributes

- Visionary leadership with ability to inspire and influence with demonstrated ability to think and act in a strategic manner.
- Strong governance understanding and political nous with the ability to use both objective and subjective information to make practical, acceptable, unbiased decisions.
- Proven high level interpersonal skills to build and sustain collaborative relationships with stakeholders, peers and clients.
- Commercial acumen with capacity to secure sustainable funding.
- High personal integrity and credibility with commitment to social justice and inclusion.
- Leadership: The capacity to inspire vision and set directions; the ability to develop motivating work environments for employees and develop a cohesive organisational culture, modelling servant leadership.
- An entrepreneurial and commercially astute sense: Be able to secure future funding, sponsorship and/or new resources. Identifying and pursuing opportunities to enrich the organisation. The ability to think laterally.

- Flexible and organised approach to achieving outcomes within tight timeframes, under pressure and with competing priorities.
- An understanding of diversity and the ability to work cross-culturally.
- Policy formulation: Develop future directions and goals in a way that facilitates day to day decision making.
- Strategic thinking: Plan for long term goals and identifying strategies to achieve them.
- Organisational change: Develop processes that ensure productivity in constantly changing environments.
- Organise and implement: Directing, organising and overseeing action and integrating activities at times with other organisations. Identifying problem areas and taking corrective action to ensure organisational goals are achieved.
- Evaluation: Being able to critically assess the extent to which goals have been achieved.
- Coaching: Being able to identify and implement the means of improving work performance and outcomes. Competent in acknowledging the efforts and contribution of others. Able to provide staff with guidance, training and development, advice and counselling. Able to monitor staff in an objective and evaluative context to enhance organisational efficiency and effectiveness.
- Team Development: Developing and implementing processes that build inter-disciplinary teamwork.
- Written and oral communication: Proven ability to express oneself clearly, accurately and succinctly. Communicates complex ideas easily.
- Conflict management: Being able to recognise and manage conflict. Identifying mutually acceptable strategies and solutions to conflict situations.
- Managing the process of mediation and negotiation.
- Presentation, representation: Proven ability to promote Lutheran Care and its vision and values internally and to client groups and other relevant bodies in a positive and beneficial way.
- Interpersonal effectiveness: Interacting with colleagues, staff, Board and the SA-NT District of the LCA in a way that encourages agreement and co-operation.

- Current Working with Children Check, National Criminal History Check, and NDIS Worker Check.
 - Current unrestricted Australian driver's licence and capacity to travel across SA/NT and interstate.
 - Availability for after-hours work and overnight stays as required.
 - Safe Environments for Children and Young People certification.
 - Pre-employment medical assessment may apply.
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ACKNOWLEDGEMENT

Staff will be consulted over major changes to their position descriptions; however, duties and responsibilities may vary from time to time to maintain "Best Practice" standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee: _____

Witness: _____

Date: _____



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 (08) 8100 8848.

Please Note

Your application will be automatically acknowledged by a return email.