



CHIEF EXECUTIVE OFFICER

JOB & PERSON SPECIFICATION

OCTOBER 2025

CEO Position Description

Position	
Position Title	Chief Executive Officer (CEO)
Reports to	Board of Directors
Date	July 2025
Location	Maylands, South Australia

Key Purpose

Building on the strong reputation of Help at Home in the Disability community and working closely with the Board, the primary purpose of the Chief Executive Officer (CEO) is to create a sustainable, commercial and person-centred environment that enables Help at Home to continue to flourish and grow and deliver strong outcomes for clients.

In this role, the CEO is responsible for:

- Working in partnership with the Board to establish the Strategic Direction for transformation and growth.
- Ensuring the organization is strong financially to ensure it continues to deliver quality support and services to people with disabilities.
- Inspiring and leading a high performing, collaborative and accountable team; promoting a culture of person-centeredness in service delivery and commercial practice.
- Leading a digital transformation across the organization to improve customer experience and staff efficiency.
- Growing Help at Home's impact and profile and safeguarding its strong reputation.
- Positioning the organisation for future sustainable growth through organic expansion.

Organisational Structure

The following roles report directly to the Chief Executive Officer:

- Operations Manager
- Financial Officer
- Human Resources Manager
- Compliance Manager

Key accountabilities

Leadership

The CEO will provide innovative direction and leadership to all internal and external stakeholders in shaping Help at Home's strategic direction. They will work in collaboration with the Board to review metrics and ensure help at Home is positioned as an "employer of choice" and leading advocate and provider for people with disability. They will be a fearless leader, committed to supporting people, pioneering new paths, challenging assumptions,

daring to think differently and demonstrating how society can 'raise the bar' in its expectations for people with disability.

Governance and Strategy

The CEO will partner with the Board to shape and guide Help at Home's vision and strategic direction, including identifying potential opportunities and assigning responsibility for planning, implementations and review of these strategies. They will collaborate with the board in fulfilling the organisation's constitutional, regulatory and legal obligations, and will ensure the Board is fully informed on all aspects of the functioning of Help at Home including proactively advising the Board of risks to the organisation.

Service Design and Delivery

The CEO will empower the Leadership Team to deliver an integrated systems and services framework which creates enhanced and seamless client service experiences. They will guide the organisation to collaboratively develop a strong strategy for future service delivery, noting a constant and rapidly changing environment.

Business Management (Operational Performance)

The CEO will partner with the Board to set ambitious commercial goals and will seek opportunities to maximise growth. They will guide operational staff through commercial imperatives, to ensure objectives are aligned with strategic vision, and will drive continuous improvement, flexible and innovative services and national change initiatives across the organisation.

Quality and Risk

The CEO will empower the Leadership Team to ensure that all services are designed and delivered in a way that is safe and secure for Help at Home's clients and people, and effectively manages Help at Home's operational and reputational risk.

People and Capability

The CEO will foster a collaborative, energised and purposeful culture throughout the organisation, leveraging off the high-performance and engaged Leadership Team.

The CEO will model collaboration, consultation, decisiveness and empathy for the Leadership Team, enabling the team to contribute to strategy and deliver on and exceeding expectations. They will mentor staff and ensure opportunities are created for continuous improvement. They will ensure that at all times, communications and messaging are clear as they are delivered across the workforce.

Strategic Relationships and Communications

As the face of the organisation, the CEO will lead key partnerships and collaborations with existing and potential stakeholders. They will regularly engage with clients, families and the community.

They will be a visible advocate for issues relevant to Help at Home and its clients by working with legislators, regulatory agencies, and other human services providers to promote legislative and regulatory policies for progress.

Qualifications and Experience

Minimum tertiary qualifications in psychology, social work, business administration, commerce or other tertiary qualification relevant to the role.

Salary will be commensurate to experience and qualifications.

Key Attributes

Knowledge

- Strong leadership knowledge and emotional intelligence to balance the commercial imperative of a Human Services Organisation with the service delivery outcomes.
- An understanding of leadership of a business that is customer centred in practice and culture.
- Well-developed understanding of risk-management as it applies human services service delivery.
- A well-developed understanding of managing a business operating in a highly regulated environment.

Skills

- High level leadership skills and general management experience displayed in past business success.
- Exceptional interpersonal, communication and organisational skills with the ability to operate effectively with a diverse range of stakeholders.
- High level negotiation skills, with the ability to influence internally and externally.

Experience

- Highly developed leadership experience with a proven record of achievement in a large, complex or multi-faceted human services or commercial organisation.
- Proven ability to successfully lead cultural and digital transformation across internal and external systems for improved customer experience and increased staff engagement and efficiency.
- Demonstrated experience in leading the development, implementation and monitoring of innovative and commercially sound strategic and operational plans.
- Track record in delivering outstanding results in complex stakeholder and regulatory contexts.
- Ability to motivate, communicate and engage a large workforce of frontline staff in organisational culture, values and practices.
- Demonstrated success in financial leadership with a high level of commercial acumen including a well-developed understanding of funding sources, NDIS complexities and effective risk management.

Key Ethical Leadership Principles

Champions and instils a culture of equality, inclusiveness, transparency, diversity and working harmoniously.

Tangible commitment to the five key ethical leadership principles: honesty, justice, respect, community and integrity.

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HOW TO APPLY

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

For a confidential discussion, please call on (08) 8100 8849.

Please Note

Your application will be automatically acknowledged by a return email.