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Success Profile Pack

Chief Executive Officer

Application Close Date: 11 July 2022

Ali Kimmorley

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02 4927 2006



CHALLENGE
Community Services

Position Description

Working closely with the Challenge Community Services Chairperson and Board of Directors, Senior Leadership Team and key stakeholders, the Chief Executive Officer will;

1. Provide strategic leadership to manage the existing operations in the context of business plans.
2. Create, evolve and implement strategies for the future success, growth and competitiveness of the organisation.
3. Accomplish the mission and vision of Challenge Community Services.
4. Meet the expectations of the stakeholders within and outside the organisation.
5. Model the organisation's culture, values and behave in the best interests of the organisation.

The Board delegates responsibility for management and day-to-day operations to the CEO, who has the authority to carry out these responsibilities, in accordance with the direction and delegations provided by the Board.

The position objectives include:

- Providing leadership to the organisation;
- Working closely with the Board to develop the strategic direction and then lead the conversion of the direction into business and/or operational strategies and plans;
- Ensuring all business and/or operational strategies and plans have appropriate measures and accountabilities, and that systems are in place to ensure Managers take responsibility for the realisation of these targets;
- Developing and implementing all policies and decisions of the Board in conjunction with the Board Chairperson;
- Understanding the operations of the business units and support staff by collaborating, providing direction and assistance to ensure the highest standards of quality care and service;
- Adopting and demonstrating a culture of organisational learning and continuous quality improvement; and
- Providing overall direction, co-ordination and efficient management of facilities and business units in accordance with the mission and values of the organisation, service level

agreements and legislation;

- Ensuring continued compliance with relevant legislation.

This will be achieved through:

- Developing strategies to ensure robust governance, sustainability and efficiency by:
 - Ensuring we are an effective steward of community assets
 - Leveraging technology to generate great value for our clients and the people we support
 - Maintaining robust governance, quality and risk management across the organisation.
- Growth and innovation by:
 - Developing new and innovative products and services that meet the needs and desires of the people we support
 - Expanding our services so more people can access our quality supports
 - Increasing awareness of the Challenge brand and product range.
- Enhancing our workforce by:
 - Being an Employer of Choice
 - Engaging our workforce
 - Providing meaningful career development that benefits our team members and clients.
- Driving inclusion by:
 - Being a voice for action and change alongside the people we support
 - Actively engaging the people we support and their communities in service design
 - Using our influence to be a force for good in the community
 - Working in partnership with key external agencies in the development of Policy and Legislation.
- Ensuring the future sustainability and viability of the organisation by:
 - Further developing our operating model ensuring agility that can move quickly with client demand
 - Developing a culture of continuous improvement.

Essential Competencies Required	<ul style="list-style-type: none"> • High level Executive Officer competencies reporting to a Board including, but not limited to, Board reporting and interaction, organisational change, financial management, organisation management, external relations, human resources and information systems management; • Capacity to provide high level Executive Officer leadership at an operational level beyond established precedence; • Prior executive management leadership of a medium to large enterprise of 500+ employees; • Strategic and operational business plans creation for an organisation of diverse services and geographical locations; • Well developed, successful stakeholder relationships with officials at various levels of government preferably relevant to supporting vulnerable people in our community; • Demonstrated ability to effectively market the organisation to a range of stakeholders, including state and federal government agencies; • Annual budget preparation across the organisation and established measures for regular review of business performance; • Beyond reproach ethical, transparent standards in a highly regulated organisation with complex accreditation and reporting requirements; • Community-centric, national perspective of a community organisation delivering quality services; • High-order communication skills (written, verbal, and influencing); • Collaborative leader who inspires through an authentic, humble approach.
Desirable Competencies Required	<ul style="list-style-type: none"> • Substantial knowledge of the intricacies of disability and/or foster care services including legislative standards, funding protocols and compliance; • Executive leadership within a community-based organisation.

Formal Qualifications, Probity and Additional Requirements	Minimum of undergraduate University qualifications; Working With Children National Clearance; NDIS Worker Check; and National Police Clearance. Covid Vaccination.
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Position description subject to change by mutual agreement of the Chief Executive Officer and Board Chairperson. Key Result Areas and Key Performance Indicators will be set at the commencement of employment and reviewed annually.

Other job-related information

The position will be based out of the Challenge Community Services Head Office in the thriving regional city of Tamworth. For those applicants living in the Tamworth region, you will be aware of the fantastic facilities and lifestyle options available to you.

If this position would result in a relocation to Tamworth for you, you can learn more about the Tamworth region by visiting www.destinationtamworth.com.au.

Company Bio



Challenge Community Services has provided innovative and people-focused services to the community for over 60 years. Our offering to regional and metropolitan communities includes Disability Services, Foster Care, Allied Health and supported employment for people with a disability as part of our range of Business Services.

Challenge Community Services operates throughout regional and metropolitan New South Wales, and the greater Brisbane area in Queensland. Our organisation is built on a strong workforce of over 1000 people, including over 90 employees with disability.

Our Purpose

We care about enriching every interaction, no matter how big or small, to make a positive difference in the lives of all members of our community. We do this because we are passionate about realising the potential of all people who we support.

Our Vision

We aim to be the industry leader in the empowerment and support of people within the community through integrated services and employment opportunities. We will positively impact and influence the development of social policy to enhance the communities we engage with.

Our Values

Challenge Community Services (CCS) is an established not-for-profit. Our values celebrate inclusiveness and opportunity. Our core values are:

Compassion: we care for people

Collaboration: we come together to achieve our vision

Respect: we accept everybody for who they are

Integrity: we do the right thing

People-focused: people first in all we do

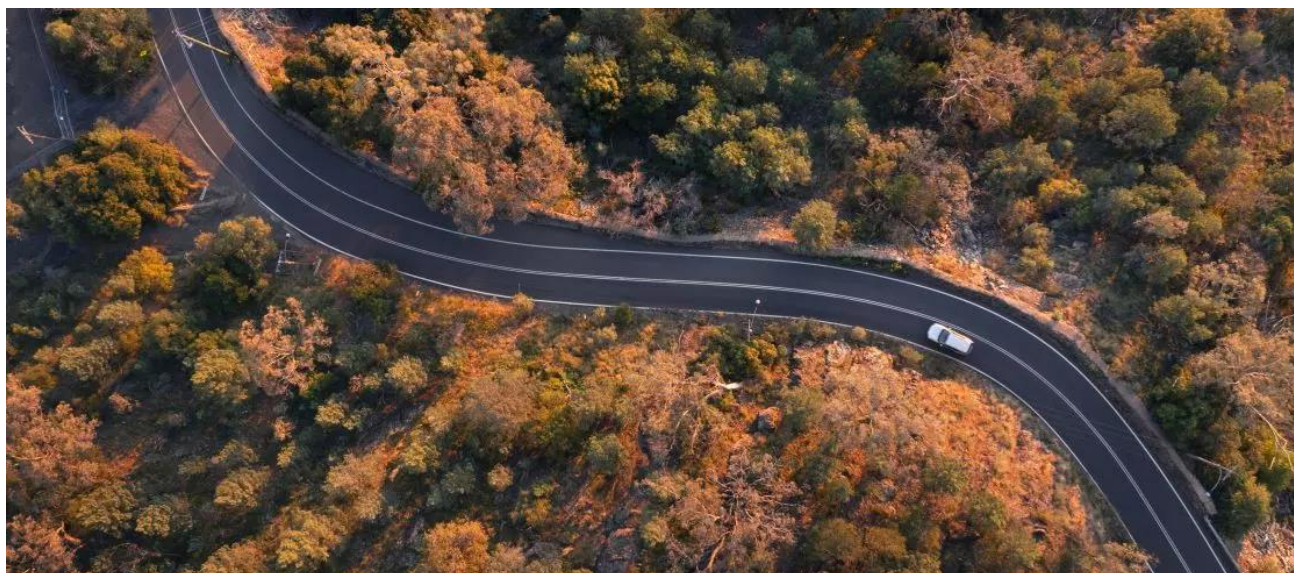
To create a world where everyone belongs, everyone grows, and everyone makes a contribution.

Strategic Plan



Find out more by visiting: <https://www.challengecommunity.org.au/>

Welcome to the Tamworth Region



RENOWNED FOR ITS LAID-BACK LIFESTYLE, INCREDIBLE LANDSCAPES AND GENEROUS HOSPITALITY

You might know us as the Country Music Capital, home to Australia's First City of Light, or the gateway to the New England, but that's just the beginning...

It's where rich heritage meets outdoor adventure, arts and culture complements luxury, and sport intersects action and fun.

It's where the charm of villages like [Barraba](#), [Manilla](#) and [Nundle](#) meets the bright lights of a regional city like [Tamworth](#).

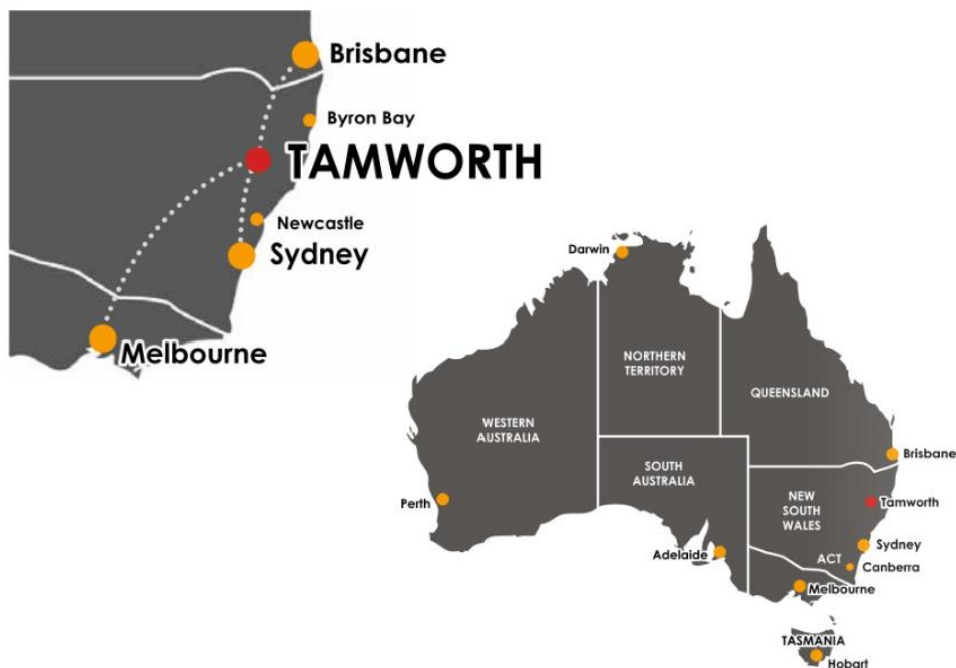
And it's the destination for an experience that'll stick with you long after you depart.

So go on, what are you waiting for?

DISCOVER TAMWORTH, A THRIVING REGIONAL CENTRE...

Located 405km north-west of Sydney, 280km from Newcastle and 570km south of Brisbane, Tamworth is easy to get to regardless of whether you're driving, or sitting back to let someone else do the hard work on a plane, bus or train.

Home to the Kamilaroi/Gamilaroi/Gomeroi people for thousands of years, Tamworth is a regional city perhaps best known as the [Country Music Capital](#), home to the [Big Golden Guitar](#), and Mecca to fans of the annual [Tamworth Country Music Festival](#).



How To Apply

How to apply

To assist us in best reviewing your application, please submit your resume and a detailed cover letter addressing via our website or Seek.

Confidential enquiries can be made to Ali Kimmorley from peoplefusion on 02 4927 2006 or email alik@peoplefusion.com.au

About peoplefusion

Our expert team live and breathe recruitment and are committed to taking you from credible to incredible.

We provide transparency into roles, we won't send you in blind for interviews, we will give you feedback, and we'll support you after your appointment.

Our services include permanent recruitment, temporary and contract recruitment, executive search, outplacement, talent and retention, and career coaching.

Locked and loaded

We show up as though every day is a Grand Final

We've got this

We do as we say with confidence and integrity

Have the conversation

We speak authentically and never mind read

Grow and glow

We challenge ourselves and have fun doing it

Make it count

We aim for every action to add value

Our specialisations

Executive Search

Accounting & Finance

Legal & Governance

Human Resources & WHS

Marketing & Communications

Information Technology

Engineering & Projects

Supply Chain

Administration & Accounts

Contact Centre & Customer Service

Sales

We know recruitment. Experience peoplefusion.

At peoplefusion we don't just accept diversity and inclusion —we celebrate it! We strive to create an environment of equal opportunity regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, religion or physical ability, and welcome applications from people from all backgrounds. We always welcome individuals to contact us if they require any assistance during the application process when applying for jobs with peoplefusion.

Your Recruitment Specialist

ALI KIMMORLEY 21 years experience

Ali is the Director and Co-founder of peoplefusion with more than 18 years' experience in the Recruitment industry. A trusted advisor to her clients, Ali provides authentic and strategic advice at every stage of the recruitment process, and at every level of recruitment. Ali deep dives to get to know your business and understand the impact of the role she is recruiting – she thinks outside the square and challenges all possibilities.

Ali is an Accredited Professional Recruiter, has reached Member status with the industry body Recruitment & Consulting Services Association (RCSA), and is a Graduate of the Australian Institute of Company Directors (AICD). Ali has partnered with a wide range of companies across diverse sectors to appoint C-Suite and management positions, sourcing candidates locally, nationally and internationally.



As a member of the Recruitment, Consulting and Staffing Association of Australia & NZ (RCSA), peoplefusion are committed to the Code of Professional Conduct and observe high standards of honesty, equity, integrity, and social and corporate responsibility. All of our Recruitment Specialists are accredited by the RCSA.