



Chief Executive Officer Position Description

Position Title:	Chief Executive Officer
Location:	Bendigo
Employment Type:	Permanent Full-time (negotiable)
Reports to:	Multicultural Services Chairperson and Board
Award Classification:	SCHADS Award Level 8
Further Information:	Multicultural Services website: www.lcms.org.au Shannon Burdeu, E: slfernie@gmail.com , M: 0419 530 011

About Loddon Campaspe Multicultural Services

Loddon Campaspe Multicultural Services (Multicultural Services) is a leading independent organisation that helps people from migrant and refugee backgrounds build positive lives in regional Victoria. Multicultural Services is a membership-based organisation and the peak body for refugee and migrant groups in Central Victoria. By focusing on people's strengths, we are able to develop stronger communities, support other service providers and influence decision makers at local, state and national levels.

Multicultural Services' work sits within 2 program areas:

Community Programs:

- Employment Program
- English Program
- Settlement, Engagement and Transition Support (SETS) Program
- Capacity building with multicultural communities

Arts and events:

- Zinda Festival
- Art-based projects
- Cross-cultural competency training
- Community cultural events
- Events and activities to support social cohesion

Position Purpose

Working with the Chairperson and Board, the Chief Executive Officer enables the Board to fulfil its governance function and provides executive leadership, operational management and direction towards achievement of Multicultural Services' vision and strategic directions, in accordance with governance procedures and organisational policies and procedures.

The Chief Executive Officer is responsible to the Board for the overall management of Multicultural Services.

Key Accountabilities

Area of Accountability	Measurement
Advocacy, community development, partnerships, stakeholder relationship management	Build strong partnerships and relationships with key stakeholders. <ul style="list-style-type: none"> • Act as the principal spokesperson for the organisation, advocating for and with migrant and refugee communities in the Loddon Campaspe region. • Prepare media releases and represent the organisation in media engagements across local print, radio and television, actively seeking out opportunities to increase representation of migrants and refugees in local media.



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Area of Accountability	Measurement
	<ul style="list-style-type: none"> • Represent the organisation at, and participate in, a range of forums, meetings and networks. • Prepare and submit policy and conference papers. • Develop and maintain strong partnerships and/or relationships with relevant stakeholders, including all levels of government, government departments, funding bodies and other not-for-profit organisations to ensure effective program operations. • Develop and strengthen local agency networks including participation in joint projects with other services as required.
Strategic and business outcomes	<p>This role will be responsible for leading the effective implementation of Multicultural Services' strategic plan. Key business deliverables include:</p> <ul style="list-style-type: none"> • Supporting the development of organisational strategy and leading strategy implementation, taking accountability for effective business management. • Ensuring a focus on community directed needs, the achievement of community directed outcomes as well as service delivery objectives. • Coordinating the budget planning process and supporting the broader planning process and ensuring Multicultural Services operates within budget and complies with financial practices and reporting requirements. • Driving organisational development strategies, frameworks, systems and processes that ensure compliance with legislative requirements, professional standards and reporting requirements. • Ensuring effective risk and quality management across all functions. • Working to prioritise needs and program opportunities in line with funding and other financial considerations. • Driving opportunities for service delivery into the future.
Management	<p>Accountable for driving and supporting the overall effectiveness of services and programs ensuring that they reflect Multicultural Services' values and achieve the best possible outcomes for communities.</p> <ul style="list-style-type: none"> • Oversee the day-to-day operations of the organisation and ensure efficient and effective program implementation • Undertake grant application, report and policy development and writing • Manage funding contracts and relationships with funders and consortium partners. Ensure a continuous improvement focus and foster innovation, learning and professional growth within the organisation • Develop and implement organisational policies, standards and procedures • Provide direction, advice and hands-on support to staff to implement projects and programs • Develop and manage of quality systems and standards, research and evaluation activities to support enhanced program delivery. • Manage Board meetings and act as the Minutes Secretary for the Board. • Ensure Multicultural Services operates in compliance with all regulatory and organisational frameworks.
Leadership, staff and volunteer management	<p>Maintain and develop a culture of excellence, where staff and volunteers are purpose-driven and focused on outcomes for migrant and refugee communities.</p> <ul style="list-style-type: none"> • Directly supervise 3-4 staff members. • Undertake human resource responsibilities for all staff, including recruitment, induction and contracting. • Coach, mentor and train staff. • Provide effective and positive leadership for staff and volunteers, modelling Multicultural Service values, vision and mission.



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Area of Accountability	Measurement
	<ul style="list-style-type: none"> Identify current and projected knowledge, skills and capacity required for delivery of the organisation's strategic plan and ensure staff and volunteers have access to the training, support and resources required to be effective in their roles. Implement talent attraction, development, retention and succession strategies for the organisation, with a focus on cultural and linguistic diversity. Provide and maintain a working environment that, as far as reasonably practicable, is safe and without risks to the health, safety and wellbeing of all (employees, contractors, volunteers).
Finance	<ul style="list-style-type: none"> Oversee fiscal activities including budgeting, reporting and audit. Achieve or exceed the Multicultural Services' budgets including income, wages and controllable expenses. Ensure adequate financing to support the organisation's goals and objectives. Identify and pursue funding opportunities.

Selection Criteria

Please address each Key Selection Criteria with a maximum 250 word response per criteria.

Key Selection Criteria		
No.	Capability	Description
1	Qualifications and Experience	An undergraduate degree in social work, community development or a related field, with demonstrated experience in the community services sector; or an equivalent alternate combination of relevant knowledge, training and/or experience.
2	Specialist expertise	Minimum 5 years' experience in the immigration, refugee settlement, or multicultural services sectors. Strong understanding of the multicultural and settlement policy context. High level cross-cultural competency.
3	Leadership, staff and volunteer management	Demonstrated leadership skills with experience in managing and leading staff and volunteers to promote a cohesive and effective team and manage workflows. Understanding of relevant awards and best-practice in human resource management.
4	Business and project management	High level business and project management skills, with the ability to negotiate and set priorities, meet deadlines, initiate and follow-up actions. Financial management experience, including budgeting, financial reporting and audit compliance.
5	Partnerships and stakeholder management	An ability to liaise, consult and negotiate effectively. Experience and achievements in representing organisations, networking and building strong strategic partnerships.
6	Communication	Highly developed communication skills, both verbal and written, and including cross-cultural communication skills. The ability to write reports, policies, funding submissions and recommendations on complex service issues. Public speaking skills, facilitation, negotiation and listening skills.
7	Strategic and operational decision making	Demonstrated ability to think strategically and innovatively, and to translate broad strategic directions into practical activities.

Desirable Selection Criteria		
8	Lived experience	Lived experience as a migrant or refugee to Australia.
9	Migrant and refugee networks	Existing grass-roots networks and relationships within migrant and/or refugee communities in Australia. Demonstrated experience in using these networks to achieve community-lead goals.



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Other requirements

- Current Victorian Drivers Licence.
- Satisfactory Police Check.
- Current Working with Children Check.
- Right to Work within Australia.
- Available to participate in out of hours activities as required to undertake the role.

Foundation Capabilities and Behaviours

All staff are expected to support Multicultural Services' vision, mission, and organisational commitments. This includes modelling behaviours outlined in the Multicultural Services' Code of Conduct.

Multicultural Services' is an equal opportunity employer and welcomes applicants from a diverse range of backgrounds.

Benefits of Working with Multicultural Services

In addition to being part of an organisation that makes a truly positive impact on people's lives, the successful candidate will have access to:

- Salary packaging.
- Family friendly workplace with flexible work arrangements.
- Positive workplace culture and supportive team environment.
- A richly diverse team of staff and volunteers from all around the globe.
- A dynamic and flexible organisation.
- Community focused staff with a shared passion for improving opportunities for migrants and refugees.

Application Process

Applications including a covering letter, CV with contact details of three referees, and addressing each Key Selection Criteria to be emailed to the Loddon Campaspe Multicultural Services Secretary, Shannon Burdeu, at slfernie@gmail.com or sent to the following address by 5pm on Sunday 13 September

Shannon Burdeu, Secretary
Loddon Campaspe Multicultural Services
120 McCrae St, Bendigo VIC 3550

For a discussion about the position, please direct any enquiries to Shannon Burdeu on 0419 530 011.