

Chief Operating Officer

Executive Team

About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Position details

POSITION TITLE:	Chief Operating Officer
PROGRAM:	Jesuit Social Services
LOCATION:	Melbourn inner City and required to work from other locations
REPORTING RELATIONSHIPS:	This position reports directly to CEO and may be required to be Acting CEO when the CEO is on leave. This position has a number of ED direct reports.
EFFECTIVE DATE:	November 2024

Position Purpose

- In line with the Jesuit identity of the organisation, to support the CEO to manage and direct Jesuit social Services, through the Executive team and senior leadership, to meet the key priorities of Jesuit Social Services' Strategic Plan
- To lead an approach that maximises integration across streams and areas of expertise to achieve greater impact while ensuring the financial sustainability of the organisation.
- To exercise operational leadership consistent with the organisation's vision, mission, values and purpose, supporting all organisational Directorates

Program Purpose

Chief Operating Officer – role overview

The Chief Operating Officer is responsible for leading the operational effectiveness of the organisation, ensuring delivery of the Strategic Plan, with a focus on the overall financial health, stability and sustainability of Jesuit Social Services. This role provides guidance and insight to support effective decision-making at both the strategic and operational levels. It is responsible for ensuring Jesuit Social Services' fulfils its mission and is adaptive to a complex and changing environment. This position is responsible for maximising integration across programs, developing evidence-based interventions that address gaps in the service system, and piloting early intervention initiatives. The position will build strategic relationships with government funders and provide leadership and guidance to all Board Committees.

Executive Team overview

Jesuit Social Services engages with people from diverse backgrounds experiencing complex problems, including those associated with mental illness, substance misuse, family breakdown, offending behaviour, homelessness, unemployment, poverty and social exclusion.

The directorates within the organisation include:

- Programs, Participation and Pathways - delivers Jesuit Social Services' direct service programs across a number of areas including: Housing and Complex Needs, Support After Suicide and Education, Training and Employment.
- Justice Initiative – consolidates Jesuit Social Services' justice practice, research and advocacy activity into a highly effective, streamlined body where practice, research and advocacy mutually inform one another. This directorate has both a local and national perspective on justice and will maintain and build international relationships through Jesuit and other networks.
- The Men's Project and Systems Impact - aims to achieve cultural change in relation to gender and ecological justice at a local and national level; it brings together The Men's Project and the Centre for Just Places, alongside policy, advocacy and strategic communications to invest in how we use data to design, deliver and evaluate interventions and advocate for solutions to social problems that impact on the most vulnerable and disadvantaged.
- People and Culture - nurtures and support people's vocational hearts by playing a lead role in embedding our Jesuit Identity as well as delivery of effective human

resource management, training and development opportunities, governance and continuous improvement of quality systems and processes.

- Finance and Organisational Processes - focuses on organisational financial management and business administrative processes to support the overall financial health, stability and sustainability of Jesuit Social Services. Effective risk management ensures the organisation fulfils its mission and is adaptive to a complex and changing environment.

Key Executive Responsibilities and Accountabilities

- Ethical Culture and Identity Leadership: Provide leadership in the embedding of Jesuit Identity, modelling and upholding organisational values and behaviours which reflect Jesuit Social Services' foundations and purpose.
- Operational leadership: Ensure processes provide guidance and insight to support effective decision-making at Board Committees, strategic operational and strategic levels. The COO is also responsible for encouraging and supporting alignment with our Way of Proceeding across the organisation.
- Strategic Leadership: As a member of the Executive Team, contribute thought leadership and strategic direction for key priorities. Including developing and implementing long-term strategies to address social and ecological disadvantage, improve services, and meet the needs of target cohorts/communities.
- CEO and Leadership Relationship: Work closely with the CEO, providing her with insights, recommendations, and support. Lead other Executive Team members to ensure effective governance, financial oversight, strategic decision-making, and integration to achieve synthesis within and between programs. This position may be called on to take on the role of Acting CEO, including managing formal accountabilities to the Jesuit Social Services Board
- External Relations and Advocacy: To support the CEO in her role as chief spokesperson for Jesuit Social Services and, as required, to be a key representative/spokesperson for Jesuit Social Services. To assist the CEO and wider leadership team to foster a climate of collaboration to ensure advocacy and policy advice to governments, bureaucracies and the wider community is focused towards enhancing the life situations and choices of disadvantaged individuals, families and communities.
- Organisational Management: Ensure the highest standards of stewardship of financial and other resources, systems, and processes for the organisation within a culture consistent with Jesuit identity. To regularly assess organisational risks to ensure mitigations are pursued.
- Program Development and Impact: With the Executive Director, Finance and Organisational Processes, assist to coordinate financial modelling, operations support and data analysis to enable development, implementation and evaluation of high quality interventions to address the social exclusion experienced by individuals, families and communities.
- Team Leadership and Development: Lead and support the work of the Executive Team in their respective roles in achieving social change; fostering a positive

organisational culture, promote teamwork, and invest in staff recruitment, induction and development processes and encouraging a culture of diversity and inclusion.

Duties of the position

Working to directly support the CEO:

- To oversee the organisation's relationships with government agencies, funding bodies, community groups, the media and the wider community;
- To advocate and provide policy advice to governments, bureaucracies and the wider community in order to enhance the life situations and choices of disadvantaged individuals, families and communities;
- To ensure that Jesuit Social Services develops and implements high quality interventions to address the social exclusion experienced by individuals, families and communities, and that the organisation develops and reviews its policies and procedures to achieve industry best practice in its service delivery.
- To manage Jesuit Social Services organisation, ensuring the highest standards of corporate governance, a culture consistent with Jesuit spirituality, and effective financial management and budgetary control, ensuring the organisation is financially sustainable.
- To be responsible for the provision and effective implementation of business plans and management systems in order to maintain viable and sustainable services.
- To select senior staff members and to appoint new staff recommended by Executive Directors.
- To regularly assess the risks to which Jesuit Social Services is exposed, ensuring that actions are being pursued to manage all risk exposures.

Key Selection Criteria

1. Tertiary qualification/s and/or relevant experience in field
2. Significant evidence of leadership and people management skills and operational and financial management skills suitable for a social service organisation.
3. Strong knowledge and experience at senior leadership level in the human services sector.
4. Experience in leading and contributing to strategic thinking, policy development and ability to work proactively and innovatively
5. Superior interpersonal and stakeholder engagement skills with experience in building relationships with a range of types of stakeholders internally and externally.
6. Active leadership in guiding reflective processes to strengthen and deepen staff's commitment to the organisation's identity and ethos.
7. Behaviours and leadership approach which reflect, foster and uphold the organisation's vision, mission, values and culture.
8. Active engagement in Executive leadership and planning meetings ensuring robust discussion and strategic decision making.
9. Active formulation of strategic priorities for the organisation.

10. Active monitoring and completion of Operational Plan priorities, as reflected in the Strategic Plan.
11. Evidence of effective line management structures in place, evidenced by line management reports, supervision structures and performance development of senior staff.
12. Active leadership and mentoring of senior staff, evidence through workplans and encouraging collaborative contributions at leadership level.
13. Experience in effective oversight of all aspects of business processes (e.g. budget, corporate services).

Skills Experience and Attributes

1. Understanding of and commitment to the Vision, Mission, Values and Purpose of Jesuit Social Services.
2. Understanding and empathy regarding the needs of the communities and participants served by Jesuit Social Services.
3. Strategic foresight and focus.
4. Capability to work effectively with the CEO, Board Committees and Executive team ensuring strategic focus and clear decision making, based on extensive experience on executive teams and company boards.
5. Capability to build and sustain effective relationships with the Board Committees to facilitate their engagement.
6. An understanding of the principles and operation of good governance.
7. Understanding of the statutory duties of a registered charity under the Australian Charities and Not-for-profits Commission Act.
8. Highly effective influencing, engaging, communication and interpersonal skills with the ability to facilitate and manage constructive debate, and synthesise different perspectives.
9. Culturally aware and appropriate, demonstrating cultural competency.
10. Humble, collaborative and open-minded.
11. A high level of integrity, independence and the highest standards of business ethics.
12. Presence that instils confidence amongst stakeholders.
13. Membership of the Australian Institute of Company Directors is highly advantageous.

Key Performance Indicators

Executive KPIs

The following Executive KPIs are measured through a variety of ways including but not limited to periodic reviews, annual operational plans, quality and risk processes, leadership consultation, financial outcomes, staff surveys, professional development reviews (PDR) and supervision.

1. Behaviours and leadership approach which reflect, foster and uphold the organisation's vision, mission, values and culture.
2. In partnership with the CEO, lead Executive planning meetings.
3. In partnership with the CEO, active formulation of strategic priorities for the organisation.
4. Active monitoring and completion of Operational Plan priorities, as reflected in the Strategic Plan.
5. Evidence of effective line management structures in place, evidenced by line management reports, supervision structures and performance development of executive leaders and encouraging collaborative contributions at the senior leadership level.

Role Specific KPIs

Measurable indicators for the Chief Operating Officer are:

1. Practical application of the organisation's vision and purpose informing/driving priorities and decision making.
2. Leadership in the alignment of strategic objectives across all activities and ensuring leaders in the organisation are actively engaged in strategic operational planning.
3. In collaboration with the CEO, represent the organisation and its constituents in all government relations and establishes productive relationships with key partners in the business sector.
4. Active engagement in developing and embedding our theory of change across the organisation.
5. Leadership in developing collaborative processes across the organisation to achieve strategic priorities of improving evidence, impact, integration and sustainability.
6. Ensuring operational priorities are achieved - meeting budget, growing revenue and/or program solutions, managing and mitigating risks, delivering on contracts and reporting, and operational plan priorities; ensuring professional development opportunities are in place and PDR's completed.
7. Providing of timely briefings and support to Executive/CEO/Board and sub-committees of the Board.
8. Evidence of commitment to mentoring and supporting senior staff to flourish in their roles.
9. Leadership in organisational governance processes, working closely with the CEO and Executive.

Key responsibilities of Jesuit Social Services Employees

Service delivery/ Practice Framework

- Engage and build positive and constructive relationships with internal and external stakeholders
- Deliver services consistent with shared services guidelines, relevant legislation and funding agreements
- Ability to clearly communicate with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

Team work and supervision

- Work effectively as part of a team, contributing to group outputs
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities.

Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

Diversity, inclusion and culture

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory
- Demonstrate understanding, and a capacity to provide leadership in, the identity and ethos of Jesuit Social Services

Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Valid and current Australian Drivers Licence
- Proof of eligibility to work in Australia

Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

Employee Acknowledgement

I, _____ (please print name)
acknowledge that I have read and understood the contents of this position description.

Employee Signature:

Date: _____

Position Description Approved by:
CEO

Position Description Review Date:
November 2026