



Position Description

Position Title	Chief Operating Officer
Department	Leadership Group
Location	Hobart
Classification	Contract to be negotiated

About Relationships Australia Tasmania

Relationships Australia Tasmania (RA Tas) is a leading provider of relationship support services. We're here to help people and communities thrive by supporting people to create positive connections. Our services are for everyone, regardless of race, social status, sexual orientation, gender identity or intersex status.

Our Values

At Relationships Australia Tasmania we believe that we should be:

- Willing to Serve
- In it Together
- People Matter
- Looking Forward

Position Summary

In conjunction with the Chief Executive Officer (CEO), provide leadership and high-level strategic management of the operations of Relationships Australia Tasmania (RA Tas). The Chief Operating Officer (COO) is responsible for the day to day operations of RA Tas under the direction of the CEO.

Key Areas of Responsibility

- Provide strategic direction and positive leadership in the management of all operational activities of RA Tas
- Working in collaboration with the CEO and Board, create and implement the strategic plan for RA Tas and participate in high level decision making regarding the organisation's operations and future directions
- Provide assistance to the RA Tas Board in performing its functions, and the development and effective implementation of policies and decisions determined by the Board
- Work in collaboration with the CEO to set, monitor and review the strategic direction of the organisation, fulfilling financial and contractual obligations and responsibility for staff
- Prepare the annual operational plan for review and approval by the CEO
- In conjunction with the Chief Financial Officer, prepare the annual operating budget for review and endorsement by the CEO and Board
- Provide leadership and coaching to Directors to ensure RA Tas is able to effectively and efficiently utilise resources to deliver quality outcomes for clients and achieve the objectives of the strategic and operational plans
- Oversee the development, implementation and monitoring of performance measures for all aspects of RA Tas programs
- Drive and oversee performance of all programs, services and contracts
- Work to ensure all programs and projects of RA Tas operate consistently and effectively within the mission and values of RA Tas
- Direct and manage the human resources of the agency to ensure appropriate policy development, implementation and review in order that the agency meets its legislative requirements and maintains a positive people focussed culture
- Ensure the CEO is kept informed of all significant operating issues
- Oversee clinical and practice governance for all services provided by RA Tas
- Represent the CEO and RA Tas in a range of forums and promote RA Tas and its services in the media and wider community to encourage awareness and understanding of issues that affect individuals, families and communities
- In the absence of the CEO, assume responsibility for RA Tas in line with the CEO's delegation and Board direction
- Any other duties as required and within the general scope of responsibilities of this position

Position Relationships

Manager	Chief Executive Officer
Direct Report(s)	Director Early Intervention Services, Director Family Law Services, Manager Quality and Innovation
Other(s)	RA Tas staff, clients, external stakeholders, RA Tas Board

Extent of Authority

The COO, under the direction of the CEO and working within the policies, objectives, delegations and limitations determined by RA Tas, is authorised to plan, lead, organise and control the operations of all programs and direct the efforts and activities of staff within these programs.

This position has specific authority to:

- Recommend and appoint staff within these programs and to recommend and initiate disciplinary or termination action as appropriate
- Approve budget expenditure within authorised budget for all programs
- In the absence of the CEO hold full authority as delegated by the CEO and authorised by the Board

Organisational Responsibilities

- Demonstrate professional workplace behaviours at all times in accordance with the organisation's Code of Conduct and Code of Ethics and adhere to all organisational policies, procedures, standards, practices and RA Tas values
- Assist RA Tas to create and maintain a safe and healthy work environment by working safely and adhering to all RA Tas Policy, procedures, standards and practices
- Actively participate in regular Supervision sessions in accordance with the RA Tas Supervision Model and positively engage in continued professional development activities
- As an employee of RA Tas you are required to promote a workplace environment that supports the rights of all employees to live free from violence and adhere to the RA Tas Family Violence Support Policy at all times
- Our organisation is a Child Safe organisation and takes child protection seriously. As an employee of RA Tas, you are required to meet the behaviour standards outlined in our Practice and Behaviour Guidelines

Selection Criteria

Essential Requirements (Skills, knowledge, experience, qualification(s) and/or training)

1. High level knowledge of contemporary leadership and management practices and proven experience in managing the day to day operations of an organisation
2. The ability to think strategically, anticipate future consequences and trends, and incorporate them into strategies to achieve outcomes and operational objectives of RA Tas
3. Proven ability to lead a team to achieve strategic objectives
4. Demonstrated ability to provide high level support and assistance to a more senior position

Desirable Attributes

5. Demonstrated knowledge, skills and experience working in the not for profit sector
6. Extensive knowledge of other service providers, stakeholders and of current government policy in the community sector
7. Successful completion of the Australian Institute of Company Directors (AICD) Company Directors Course
8. Current drivers licence



Special Requirements

- The Tasmanian Government has issued a Public Health Direction in relation to people working in health care settings. As such this role requires the successful candidate to be compliant with the direction either by being vaccinated against COVID-19, or to possess a medical exemption from
- Appointment to this position will be subject to a current National / International Police Check and Working with Children Registration
- Some intrastate travel may be required in this position

Working Conditions

- Some out of hours work may be required in order to satisfy operational requirements
- The position may involve working with people with challenging behaviours

Approval

Michael Kelly
CEO

November 2021

