

Position Description

Program or Function name:	Executive
Role Title:	Executive Director – Engagement & Experience
Primary Office Location:	National Support Office <i>This role is suitable for a combination of work at home and office-based hybrid mode of work.</i>
Employment Status:	Ongoing
Reports to:	CEO

OzChild

Founded in 1851, OzChild support vulnerable children and young people by providing healing, preventing abuse and neglect, and strengthening families.

It is our goal to see that all children and young people are safe, respected, and nurtured, and reach their full potential.

Child Safety

We are committed to protecting children and young people from all forms of abuse, bullying, exploitation and neglect, and to creating environments in all our programs and services where children are safe and feel safe.

We are committed to listening to children and addressing any concerns they raise with us. OzChild will treat all allegations of child abuse very seriously. We will report all allegations in compliance with incident reporting, mandatory reporting and reportable conduct requirements.

All OzChild People are required to support this commitment to child safety, and to behave appropriately towards children at all times.

Role Purpose Summary

The Executive Director, Engagement & Experience supports OzChild teams to deliver its vision that all children and young people are safe, respected, nurtured, and reach their full potential. The incumbent is accountable for the promotion of OzChild, through leadership of the Communication, Marketing, Business Development, and Philanthropy & Fundraising functions whilst also collaborating with, and supporting, the CEO and Executive to design and implement a unique end-to-end OzChild experience for clients, carers, employees and stakeholders and providing oversight of the Stakeholder Management Framework.

In addition, Executive Director, Engagement & Experience provides key support for the CEO to enable OzChild to proactively and systematically influence system change, including embedding of evidence based practice and creating better outcomes for children and young people.

Responsibilities – Shared by all Executives

Lead the OzChild Way and culture	Build the culture of OzChild through leadership, role modelling behaviour and decision making that consistently embeds and reinforces the OzChild Way. Embed the principles of the OzChild Way in all policies and practices. Embed the values and the development of evidence based decision making processes; working in collaboration to develop consistent change, improvement and evaluation methodologies. Provide a safe and respectful workplace.
Deliver the OzChild strategy	Actively contribute to the development of the Strategic and Annual plans, engaging OzChild people along the way. Lead functional teams to deliver service excellence and achieve planned outcomes articulated in the Strategic Plan, ensuring our customers standards and our communities' expectations are understood.
Embed the OzChild Services Philosophy	Advance and embed outcomes of Safety, Well-Being and Permanency for all Children and Young People in our Services. Ensure our people are culturally attuned and develop cultural competence.
Build the OzChild Profile	Contribute to the development of OzChild's profile through the development and enhancement of networks with government departments, agencies and external service providers and the representation of OzChild's programs and services on external committees, in reference groups and on working parties and in other public forums to influence and lead sector reform/transformation.
Advocate for Vulnerable Children and Young People	Advocate for system transformation and change with our customer (government) and key sector stakeholders, helping to develop solutions that have proven outcomes.

Generic Responsibilities – All Executives are required to deliver these outcomes

Build team capability	Implement strategies to assess and develop the professional capability and capacity of the team to deliver and improve the programs of work and to prepare for future workforce needs. Coach and develop managers within the team to build their ability to deliver individual and program/functional outcomes and ensure workforce and succession plans are in place to enable continued delivery of service outcomes. Hold team members accountable; provide feedback for improvement and development.
Provide thought leadership and organisational capability	Lead the development of ideas and thinking within area of discipline to promote the opportunity for innovation, best practice, and continuous improvement and to build capability across OzChild through coaching and business partnership.

Manage and report on performance	Set performance standards and measures for the function and provide timely and accurate information, reports and advice on performance, governance, risk management, finance. Maintain reporting to the Executive, CEO and the Board to facilitate strategic decision making, policy development and long-term planning
Improve operational efficiency	Lead operational efficiency to optimise performance outcomes and the use of resources in functional area. Lead the optimisation of funds and other resources for the benefit of OzChild, customers and clients.
Deliver quality, compliance and a safe workplace	In conjunction with the Quality function, establish and implement relevant quality systems and process throughout all services/functions to facilitate continuous improvement, compliance and alignment to OzChild processes. Ensure all services are underpinned by a robust and contemporary governance framework.
Develop policy, procedures and process	Develop and implement organisational policy, procedures and processes to ensure effective management and decision making across OzChild, consistent with OzChild's culture.
Participate on board sub committees	Support and participate in Board Committees as needed.

Position Specific Responsibilities

Business Development & Systems Change	<p>Facilitating the development and implementation of plans to support OzChild's commitment to change in the current systems, policies and processes to improve outcomes for children, young people and families, including specifically, First Nations children and families. Includes strategies to engage stakeholders, development of submissions and articulating the platform for change.</p> <p>The preparation of proposals and tenders for delivery of new programs and services and renewal of current services. Research to identify Grant opportunities and preparation and management of Grant applications.</p>
Marketing	<p>Building and promoting the OzChild Brand, Strategy, programs and services to relevant stakeholder groups.</p> <p>Development of tactics and collateral to promote OzChild to deliver new services, work in new jurisdictions or widen catchment of friends and partners.</p> <p>Development of communications, presentations and innovative collateral to support media plan; CEO and ED communication needs and/or situational response.</p> <p>Support stakeholder, partner and employee engagement plans through communication and media support.</p>

	<p>Creative and management of digital and social media to build OzChild profile and brand, and expand network (carers, friends, donors, future employees, future partners).</p> <p>Design, implementation and evaluation of OzChild events.</p>
Experience	<p>Define, design, measure, improve experience (client, carer, stakeholder, employee) including working within the current system, policies and processes to facilitate better experience and outcomes for clients and carers.</p> <p>Development, implementation and evaluation of attraction strategy for carers and management of the carer recruitment and onboarding process.</p>
Philanthropy and Fundraising	<p>Development of fundraising, philanthropy and corporate partners plan to fund/support OzChild programs and initiatives not funded by Government.</p> <p>Identification, development and management of future givers.</p>
Stakeholder and Partner Management	<p>Develop the OzChild Stakeholder Management Framework and oversee the management of these relationships. Includes strategic and operational stakeholders – government, partnerships, sector, research, advocacy</p>

Key Job Relationships

INTERNAL

- CEO
- Executive Leadership Group
- Senior Leadership Group
- Line Managers
- Board

EXTERNAL

- Ministers and Secretaries
- Government Agencies
- Allied Service Providers
- Philanthropic Funders
- Consultants
- Suppliers

Job Knowledge and Skills

Education: A Bachelor Degree or significant relevant organisational leadership experience
 Post Graduate qualifications are desirable

Experience:

Experience:	<p>Marketing, including the development of Brand and promotion through the optimisation of communication channels and marketing tools</p> <p>Designing the end-to-end experience for multiple stakeholders including employees, clients and/or customers</p> <p>Collaboration with peers to ensure design and implementation of initiatives or frameworks is shared by the Executive</p> <p>Stakeholder Management, including the development and/or oversight of a stakeholder management approach implemented across an organisation</p> <p>Direct exposure to working with Board members and stakeholders</p>
Skills:	<p>Well-developed skills for leading a functional team for a common purpose</p> <p>Strategic writing and communication, developing key messages to support the promotion of the organisation, development of brand and change objectives</p> <p>Strong relationship building across teams internally and externally with stakeholders</p> <p>Facilitate thought leadership to continue to improve practice and business methodologies</p> <p>Balance strategic and operational accountabilities</p> <p>Decision making through critical appraisal of the best available evidence</p>

Screening and Licences

- OzChild conduct interviews, reference checks and ensure the completion of satisfactory safety screening including National / International Police Check and Working with Children Checks relevant to the State or Territory that employment and undertaking of position occurs.

Mandatory Training

All employees of OzChild are required to complete Mandatory Training and Program Specific training upon commencement of employment and complete refresher training as required.

Conditions of Employment

The hours for this role are as per the employment contract (up to 76 hours per fortnight). In order to perform the duties of the role effectively you may be required to work additional hours or vary your working times as appropriate and necessary from time to time. OzChild has a flexible approach to hours of work.

All employees are required to comply with OzChild's child protection policies and Code of Conduct at all times. It is a requirement that staff will not access or cause others to access, view or download any form of pornography at all times. Actions and behaviour by any staff member in breach of this policy and related procedures will be treated as a serious matter and may result in disciplinary action up to and including termination of employment.

Organisational Responsibilities

- Demonstrated ability to work as part of, and contribute to, a person-centred team.
- Facilitate effective working relationships with key stakeholders and functions of OzChild to enhance outcomes for clients, their families and other people significant to the client.
- Undertake all interactions with others in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity.
- Ensure Child Safety standards are understood and adhered to.
- Attend related meetings, workshops, conferences and training as required.
- Ensure privacy and confidentiality are upheld at all times.
- Be familiar and comply with OzChild's Code of Conduct, policies, procedures and other work instructions as updated from time to time.
- Represent OzChild in a positive manner internally and externally including forums, meetings and training.
- Assist in the development of continuous improvement and service accountability initiatives as needed.

Safety and Wellbeing Responsibilities

Comply with the requirements of relevant legislation and related policies and procedures developed by OzChild which is not limited to but does include:

- Implement OzChild's policies and procedures, observing all legislative requirements and monitoring / reviewing safety and wellbeing performance within their area of responsibility;
- Demonstrate commitment to safety and wellbeing through participation in formal and informal monitoring, discussions, workplace inspections and audits, and including safety and wellbeing as an agenda item in program or area of responsibility meetings;
- Participate in the resolution of safety issues within their program or area of responsibility;
- Report all work health and safety breaches, hazards and incidents, and assist with actions to reduce and eliminate risks Investigate all Incidents and/or Hazards within their program or area of responsibility.
- Engage with their Safety and Wellbeing Representative/s within their program or area of responsibility;
- Ensure the physical and psychological health and wellbeing of OzChild People is promoted and supported through programs and initiatives designed to enhance OzChild People wellbeing;
- Embed a culture whereby OzChild People are encouraged to discuss safety and wellbeing issues and concerns in a transparent and open manner;

- Provide such information, instruction, education and supervision for OzChild People that will enable them to perform their work in a safe manner and adopt behaviours that enhance the wellbeing of self and others;
- Initiate actions to improve safety and wellbeing within their program or area of responsibility;
- Participate in safety and wellbeing training and ensure OzChild People in their program or area of responsibility also participate in training obligations as required;
- Report any work related or non-work related injury or illness;
- Support return to work programs to facilitate safe and durable return to work for OzChild People, where

Responsibilities stated herein reflect the primary functions of this job and should not be construed as an exhaustive list of duties. They may vary or be amended from time to time without changing the roles level of responsibility.

How To Apply

Applications must include resume and a one page cover letter outlining your expression of interest for the position and relevant expertise. Documents, attached as MS Word or PDF, are to be submitted via info@peterwilliampartners.com

Queries close: 5pm AEST Tuesday 18th July 2023

Applications close: 5pm AEST Friday 21st July 2023

Peter William Partners have been exclusively retained by OzChild to deliver this executive search. Any unsolicited applications will be redirected to Peter William Partners and managed via the campaign.

Applicants must be either an Australian Citizen, Permanent Resident or hold a valid working visa. Incomplete applications will not be acknowledged.