

## Position Description

### Role Details

Role:	Director – People, Quality & Systems
Reporting To:	Co-CEOs
Direct Reports:	Operations Manager Governance & Compliance Coordinator Human Resources Coordinator Finance, Payroll and IT Support Officer
Work Location:	Inner Sydney
Budget:	\$700,000 per annum
Status:	Permanent full-time
Award Classification:	Level 7 Social, Community, Home Care & Disability Services Award 2010

### Role Purpose

The Director of People, Quality & Systems is an integral member of the senior leadership team and supports PDWA at a strategic level to drive organisational performance, sustainability and efficiency. The role's main accountabilities are for:

- Fostering an organisational culture focussed on PWDA's outcomes and being an employer of choice for people with disability.
- Providing the organisational infrastructure, policies and systems to support PWDA's efficient and effective delivery of its services, projects and programs in accordance with the strategic plan.
- Delivering streamlined, responsive support to the board, executive, senior management team and managers.
- Developing effective capability around employee and volunteer recruitment, engagement and development.
- Managing risk and compliance including governance, contract management, compliance and workplace health/safety.

## Accountabilities & Main Duties

### Strategy, Planning & Reporting

- Coordinate PWDA's corporate planning processes.
- Develop and implement processes to manage quality assurance data based on the strategic plan and operational targets.
- Provide strategic reports on organisational performance to the Board and the Senior Management Team to facilitate planning and decision making.
- Develop strategic and operational plans for areas of responsibility including operations (IT, facilities, governance, compliance, human resources and administration) and translate these plans into actions for individual team members.
- Manage resources effectively to achieve budgetary and operational outcomes.
- Review areas of responsibility periodically to enable efficient and effective use of PWDA resources.
- Lead the introduction of best practice for internal processes including quality assurance.

### Finance & Operations

- Manage relationships with providers of outsourced functions such as finance / accounting and ICT and any other providers.
- Liaise with the finance provider regarding audit preparation.
- Manage day-to-day finance processes such as expense reimbursement, petty cash, credit cards etc.
- Manage the development and implementation of systems, policies and procedures for areas of responsibility.
- Keep administrative and management policies and procedures current, relevant and accessible.
- Oversee the maintenance of quality management system, policy register and policies.
- Oversee the development of an ICT strategy and support the implementation.
- Oversee all facilities management, procurement and ICT delivery activities.
- Manage PWDA's Client Relationship Management system.
- Manage all insurance requirements for the organisation.

### Governance & Compliance

- Maintain a sound knowledge of PWDA's constitution and governance requirements.
- Oversee the implementation of PWDA's risk and compliance registers.
- Develop and maintain a records management system across the organisation (electronic and hard copy).
- Contribute to the submission of funding proposals and assist with funding acquittals.

## **People & Culture**

- Work with Co-CEOs to establish an appropriate organisational structure and job design.
- Lead the development of an organisational culture focussed on performance and accountability.
- Manage and provide advice to the senior managers on change management initiatives.
- Manage the delivery of transactional HR services.
- Design and coordinate PWDA's annual staff conference.
- Lead organisational activities such as staff meetings, planning meetings and team development initiatives.
- Lead and oversee the implementation of reasonable adjustments.
- Oversee the workplace health and safety function.

## **Leadership, Management & Organisation Participation**

- Work collaboratively with members of the senior management team on cross-organisational matters.
- Recruit, induct, train and manage performance of direct reports in accordance with PWDA policy.
- Facilitate the exchange of information, expertise and knowledge within your team and across the organisation.
- Keep abreast of development in the disability sector.
- Undertake other duties as directed within the scope of this role.

*PWDA reserves the right to alter this position description from time to time in accordance with the needs of the organisation*

## Selection Criteria

### Essential

- Tertiary qualifications (business, human resources, social sciences)
- Substantial experience at a senior level in a relevant discipline such as quality management, human resources, finance or administration
- Strong strategic thinking skills
- Sound financial literacy and business acumen
- Well-developed negotiation skills
- Values-driven leadership style with a collaborate and consultative approach
- Experience leading a small team
- Confidence and competence to liaise at a senior level
- Demonstrated capabilities in executing and delivering on projects
- Change management capabilities
- Excellent written communication skills (for reporting, policy, etc).
- Minimum intermediate computer literacy

### Desirable

- Personal or family experience of disability
- Previous experience in the community services sector

## Other Job Requirements

- Working with Children Check  
PWDA is a registered employer under the Child Protection (Working with Children) Act, 2012. The successful applicant must be approved under the Working with Children Check prior to taking up appointment.
- NSW Police Check  
PWDA receives funding from NSW Department of Families and Community Services (FACS) under the Disability Inclusion Act 2014. The successful applicant must be approved under the NSW Police Check prior to taking up appointment.
- Intra and interstate travel and occasional international travel may be required.
- Six-month probationary period.

## Application Processes

**Contact:**

Phone: (02) 9370 3100 or 1800 422 015

TTY: 1800 422 016

Email: [carol@thehumanequation.com.au](mailto:carol@thehumanequation.com.au)

**For more information** about this role, please contact Matthew Bowden, Co-CEO, using the contact details above.

**Submit your application** by email to [carol@thehumanequation.com.au](mailto:carol@thehumanequation.com.au). If you need to submit your application in an alternative format, please contact us using the contact details above or [recruitment@pwd.org.au](mailto:recruitment@pwd.org.au).

Please include the following in your application:

- Your full resume.
- A letter outlining how you meet the selection criteria and why you are interested in the role (around 2 pages is sufficient).
- 2 referees contact details (note, we will not contact your referees without consulting you first).

## Applications close 9 am Monday, 4 March 2019

*PWDA is a proud employer of people with disability, and people with disability are strongly encouraged to apply for these positions. We are an EEO employer and we embrace the diversity of our people, such as diversity in disability, race, cultural background, ethnicity, age, gender identity, sexual orientation or intersex status.*