

Position Description

Job Title:	Deputy Chief Executive Officer
Reporting to:	Chief Executive Officer (CEO)
Location:	Surry Hills, Sydney (with regular interstate travel)
Direct Reports:	Director Individual Advocacy NSW Senior Manager Individual Advocacy Qld Senior Manager of Policy

Purpose of the position

- Develop and influence key stakeholders to achieve positive change for people with disability;
- Represent PWDA in the media, at relevant sector forums and public hearings;
- Assume responsibility for the operation of PWDA in the absence of the CEO;
- Provide leadership to the PWDA Individual Advocacy and Policy Teams;
- Provide advice and support to the PWDA Board and CEO on key issues;
- Build the organisation's reputation amongst people with disability.

Responsibilities & Accountabilities

Key Responsibility Area 1 – Influence Key Stakeholders

- Build and maintain effective networks and strategic partnerships across the disability sector and within a range of senior stakeholders associated with disability and human rights to assist in changing attitudes;
- Act as key spokesperson to the media on behalf of PWDA;
- Represent PWDA publicly at relevant sector forums, external committees, public hearings and community meetings;
- Build and maintain effective networks and strategic partnerships across the disability sector;
- Actively build strong relationships with both State and Federal Government representatives including, government ministers, ministerial advisors and senior government staff;
- Actively represent PWDA at a strategic level with both states and national key sector partners

Key Responsibility Area 2 – Policy Development & Consultation

- Engage in high-level consultation with Board and members to ensure Policy and PWDA services reflect member priorities;
- Undertake policy analysis and advice in relation to issues affecting people with disability and their associates;
- Develop PWDA policy statements and other policy resources in relation to issues affecting people with disability and their associates;
- Lead policy responses on behalf of PWDA and people with disability;
- Develop high quality policy submissions to inquiries and reviews in relation to issues affecting people with disability and their associates;

- Evaluate PWDA's policy analysis and development to ensure it is inclusive and responsive to the needs of priority population groups;
- Provide guidance to Individual Advocacy team
- Ensure Individual Advocacy data provides the Policy direction.
- Continually assess new opportunities for Individual Advocacy work.

- Key Responsibility Area 3 – Support to CEO & PWDA Board

- Assume responsibility for the operation of PWDA in the absence of the CEO;
- Provide advice and support to the PWDA Board and CEO on key issues;
- Participate in regular reviews with the CEO and Board President;
- Prepare for and review submissions for monthly Board meetings;
- Keep the PWDA Board and CEO informed of progress against plan, obstacles to timely implementation of initiatives and draw upon the experience within the PWDA Board when required.

Key Responsibility Area 4 – Leadership of Team

- Set the example for staff by articulating PWDA's purpose, vision, goals and objectives;
- Lead PWDA in showcasing skills, expertise, knowledge and capacity of people with disability and our representative organisations;
- Foster a culture of proactive positive feedback across the organisation;
- Encourage collaboration within the team to meet project deliverables, drive solid alignment between Individual Advocacy efforts and PWDA's work in Policy Development;
- Lead, engage and support staff to contribute to quality improvement and its integration within organisational processes;
- Review and monitor the performance of team members at regular intervals for optimum engagement and delivery of outcomes;
- Lead the National Advocacy Teams to deliver on PWDA strategic and business plans;
- Actively develop capability within each of the Individual Advocacy and Policy teams;
- Identify and address risks and opportunities that can affect products and services and the ability to enhance member and client satisfaction.

Key Responsibility Area 4 – Advocacy Service Delivery

- Oversee the development of workload benchmarks and standards for all individual advocacy work.
- Oversee the development and promotion of prevention strategies and resources designed to eliminate the systemic causes of issues adversely affecting people with disability and their associates;
- Collaborate with direct reports to implement continuous quality improvement and quality assurance strategies and ensure compliance with the National Disability Service Standards for all individual advocacy operations;
- Consult with stakeholder groups in relation to service policies and procedures;
- Ensure protocols are developed with service providers for the provision of advocacy support to their clients and the management of contentious issues;
- Oversee client and stakeholder complaints and feedback in line with PWDA policies and Procedures;
- Oversee and be informed of systemic advocacy priorities as identified by your teams.

Key Responsibility Area 5 – Project Management

- Assist Senior Manager and Senior Policy Officers to develop project plans and regular reporting on key areas of work;
- Oversee projects in areas where specific expertise is held, from inception to finalisation including people and resources, budgets and contractual expectations;
- Oversee funding reports for all completed projects;
- Provide regular reports to the Chief Executive Officer and Board on project status.

Academic qualifications

Essential	Desirable
Experience >8 years relevant industry experience	Bachelor degree level qualification in business or other relevant discipline

Key Selection Criteria

Essential	Desirable
Demonstrated track record in leading large teams in achieving social change	Direct or lived experience with disability
Demonstrated skills in dealing with the media, individual advocacy and policy development	>5 years' experience within a not for profit membership organisation.
High level of knowledge of disability services	Relevant tertiary qualifications
Experience operating with Boards and Directors and engaging internal and external stakeholders	
Can demonstrate established networks and influence within the disability rights movement	
Minimum 10 years' experience within a services organisation.	
Ability to travel interstate	
Intermediate understanding of Microsoft Office, including Word, PowerPoint and Excel.	

Competencies

Turning Vision into Action

Keeping the organisation's vision and values at the forefront of decision making and action.

Key behaviours and actions to look for:

- *Communicates this to create enthusiasm and commitment;*
- *Translates vision and strategies into step-by-step plans;*
- *Communicates expectations to all those who are involved;*
- *Ensures speed of implementation.*

Persuasiveness

Uses appropriate interpersonal styles and communication methods to gain acceptance of a particular view or idea from a range of audiences

Key behaviours and actions to look for:

- *Questions and probes;*
- *Establishes strategy;*
- *Builds rapport;*
- *Demonstrates capability;*
- *Gains commitment.*

Fostering Collaboration

Works cooperatively with others, inside and outside the organisation, to accomplish objectives to build and maintain mutually beneficial partnerships, leverage information, and achieve results.

Key behaviours and actions to look for:

- *Works with others to share information and achieve goals;*
- *Works towards goals that benefit the team, which includes contributing ideas and participating in team activities appropriately;*
- *Fosters an environment that emphasises knowledge sharing and group participation;*
- *Facilitates agreement by resolving differences of opinions;*
- *Resolves conflicts, confrontations, and disagreements positively and constructively;*
- *Maintains positive and productive relationships.*

Aligning Performance for Success

Focusing and guiding others in achieving work objectives.

Key behaviours and actions to look for:

- *Sets performance goals;*
- *Establishes approach;*
- *Creates a learning environment;*
- *Collaboratively establishes development plans;*
- *Tracks performance;*
- *Evaluates performance.*

Communication

Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.

Key behaviours and actions to look for:

- *Organises the communication;*
- *Maintains audience attention;*
- *Adjusts to the audience;*
- *Ensures understanding;*
- *Uses volume and pace appropriate to the media being used;*
- *Comprehends communication from others.*

Decision Making

Identifying and understanding issues, problems, and opportunities; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.

Key behaviours and actions to look for:

- *Identifies issues, problems and opportunities;*
- *Gathers and interprets information;*
- *Generates alternatives;*
- *Chooses appropriate action;*
- *Commits to action;*
- *Involves others.*

Coaching

Providing timely guidance and feedback to help others strengthen specific knowledge/skill areas needed to accomplish a task or solve a problem.

Key behaviours and actions to look for:

- *Clarifies the current situation;*
- *Explains and demonstrates;*
- *Provides feedback and reinforcement;*
- *Establishes relationships such that employees feel valued and appreciated.*

Delegating Responsibility

Allocating decision-making authority and/or task responsibility to appropriate others to maximise the organisation's and individuals' effectiveness.

Key behaviours and actions to look for:

- *Shares appropriate responsibilities;*
- *Defines parameters;*
- *Provides support without removing responsibility;*
- *Stays informed.*

Performance Measurement based on

KPI's
Support to the CEO & Board
Lead the PWDA Individual Advocacy & Policy Teams to deliver on the objectives outlined in the PWDA strategic and operations plan
Successfully represent PWDA in media, public hearings and sector forums
Achieve positive change through influencing key external stakeholders on Policy.