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GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

DUTY STATEMENT

POSITION TITLE:	Deputy Chief Executive Officer (DCEO)
REMUNERATION/CONDITIONS:	Aboriginal and Torres Strait Islander Health Award [MA000115]
POSITION STATUS:	Full-time
DIRECTLY RESPONSIBLE TO:	Chief Executive Officer (CEO)
PERFORMANCE APPRAISAL:	6-month probationary period, Performance reviews every 12 months against accountability targets jointly set by the CEO and the Board
POSITION FUNCTION:	The Deputy CEO provides strategic, cultural, and operational leadership to [service], supporting the CEO in delivering high-quality health and community services. The role oversees business administration, financial management, and Board reporting, while driving service improvement and supporting strong partnerships that meet the needs of Aboriginal communities.
MINIMUM SKILLS REQUIRED:	Relevant Tertiary Qualification In Business Administration, Health Management, Public Health, Community Services, or a related field.

POSITION SUMMARY

The Deputy CEO reports to and works under the limited direction of the CEO and exercises managerial responsibility for Service operational staff. In doing so, the appointee will lead, coordinate and evaluate the work of their teams. The Deputy CEO will set and monitor the teams' work activities and exercise initiative and professional judgement where practices and

direction are not clearly defined. This includes providing expert advice and/or assistance to other employees in relation to organisational matters. The appointee will undertake both routine and complex tasks that require professional problem-solving and decision-making to achieve [Service] strategic and operational goals.

The role will be expected to contribute to the development and review of operational procedures and/or strategies that inform the activities and outcomes. The role will be responsible in ensuring that there is proper accounting for and control over all income and expenditure of [Service], preparing financial reports and budgets, monitoring cash flow and preparing grant applications as applicable. The role also involves overseeing [Service] Information & Communication Technology (ICT) systems. The role has significant delegated authority and will be required to represent [Service] and negotiate on behalf of the organisation.

RESPONSIBILITIES

Community and Cultural Leadership Responsibilities

- Promote and uphold the cultural safety of [service], ensuring services are responsive to the needs of Aboriginal clients and communities.
- Support engagement with Elders, Aboriginal community leaders, and stakeholders to inform culturally appropriate service delivery.
- Represent [service] at community forums, health networks, and sector meetings to advocate for improved outcomes.
- Provide strategic input on community engagement, empowerment, and Aboriginal governance frameworks.

Strategic and Business Development Responsibilities

- Contributing to annual operational planning processes.
- Lead or contribute to the implementation and review of the strategic plan in alignment with the organisation's vision and community needs.
- Identify new funding opportunities and partnerships to support organisational growth and sustainability.
- Develop high-level briefing papers, submissions, and reports for government, funding bodies, and key stakeholders.
- Support the CEO in strengthening relationships with government agencies, partner organisations, and peak bodies.
- Preparation of budgets and financial reports in accordance with accounting practices.
- Provision of expert advice into the development of membership, partnership and income diversification strategies.
- Provision of expert advice into the development and/or review of organisational policies and procedures.
- Complete and assist in any other organisational tasks within scope as directed by the CEO.

SERVICE DELIVERY MANAGEMENT

ICT, Infrastructure, and Systems Oversight

- Support the development and implementation of efficient organisational systems, technologies, and infrastructure.
- Monitor data management practices to ensure accuracy, privacy, and compliance with reporting requirements.
- Lead improvements in digital tools for internal communication, reporting, and service delivery.

SAFETY AND QUALITY GOVERNANCE

Risk, Compliance, and Quality Improvement Responsibilities

- Ensure compliance with relevant legislation, funding contracts, and accreditation standards (e.g., RACGP, ISO, QIC, NSQHS).
- Oversee risk management processes, including risk registers, incident reporting, and mitigation strategies.
- Lead or contribute to continuous quality improvement (CQI) initiatives across programs and service areas.
- Participate in audits, evaluations, and reporting to maintain funding, accreditation, and licensing.
- Assist the CEO with Board preparation, including development of reports, papers, and presentations.
- Uphold confidentiality and organisational integrity in all dealings.

MEETINGS

- Represent [service] at meetings, forums, and events as required and authorised by the CEO.
- Attend and contribute to Board and subcommittee meetings, providing updates on operational, financial, and strategic matters.
- Act as the CEO delegate as required, including during periods of CEO absence.
- Lead and chair regular All Staff Meetings to ensure effective communication and coordination across teams.
- Attend Executive Leadership Team or Senior Management Team meetings to support strategic planning and operational oversight.
- Participate in community stakeholder meetings with partner organisations, government departments, and Aboriginal community representatives.
- Attend funding body meetings, audits, and accreditation visits as required.
- Lead or participate in project steering committees and working groups aligned with key organisational initiatives.

KEY PERFORMANCE INDICATORS

Operational Oversight	Monthly operational reports submitted to CEO; service delivery KPIs met in 90% of areas.
Business Development	Minimum of 2 funding applications or partnership proposals submitted per year.
Financial Management	Quarterly financial reports completed and variance explanations provided within 10 business days
ICT & Systems Improvement	Annual review and update of ICT and internal systems completed.
CQI & Risk Management	Risk register reviewed quarterly; at least 2 CQI initiatives implemented annually.
Community & Cultural Leadership	At least 3 formal community consultation sessions supported or led annually; cultural safety feedback scored $\geq 80\%$ on staff or client surveys.

PROFESSIONAL DEVELOPMENT

Participate in ongoing professional development to enhance leadership capacity, cultural competency, sector knowledge, and operational effectiveness, including executive training, Aboriginal-led programs, and relevant industry certifications.

ESSENTIAL SKILLS AND EXPERIENCE

- Strong team development and staff management skills
- Ability to control and coordinate a comprehensive work program
- High-level accuracy and strong attention to detail
- Demonstrated ability to provide authoritative advice and sound decision-making
- Highly developed negotiation and influencing skills
- Commitment to the values and long-term goals of [service]
- Willingness to embrace and lead change and uphold a strong team culture through positive behaviours and leadership
- Understanding of issues associated with Aboriginal health
- Demonstrated experience in financial management
- Strategic planning and business development knowledge
- High-level skills in report writing, data analysis, and use of ICT software/devices
- Highly developed communication and interpersonal skills, including empathy and cultural sensitivity
- Excellent organisational skills with flexibility to prioritise competing demands
- Ability to work autonomously and demonstrate a high level of initiative and integrity

- Ability to maintain high levels of confidentiality and knowledge of current legislation, including the Australian Privacy Principles
- High level computer literacy

MANDATORY REQUIREMENTS

- Relevant tertiary qualification or extensive experience in a similar senior leadership role
- Demonstrated financial, operational, and people management skills
- Demonstrated experience providing effective leadership in a multi-disciplinary team environment
- Demonstrated business management experience with a strong understanding of the not-for-profit or community health sector and its compliance framework
- Experience with continuous quality improvement (CQI) processes, ideally within the framework of meeting national standards (e.g. RACGP, ISO)
- Capacity to understand and support human services including counselling, case management, and advocacy
- Current and satisfactory National Police Check
- Current Working with Vulnerable People card (or equivalent Working with Children Check)
- Current Driver's Licence

SIGNATURE & ACKNOWLEDGEMENT

I agree to abide by the standards and policies and have read and understood the job description and agree to comply with same.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____