



## Information for Applicants

<b>Position:</b>	Chief Executive Officer
<b>Employment Basis:</b>	Permanent
<b>Ordinary Hours:</b>	28 hours per week, to be worked between 8:30am - 5:00pm Monday to Friday or as agreed.
<b>Pay Rate:</b>	SCHADS Award; Social and Community Services Employee Level 8 Range \$65.38 - \$67.96, depending on experience

Warrina DFVSS provides support services aimed at reducing the incidence and impact of domestic & family violence on women & children.

We are seeking a dynamic **Chief Executive Officer** to provide dynamic strategic and operational leadership to Warrina DFVSS, a non-government organisation dedicated to empowering women and children to live free of violence and abuse.

This position is responsible for driving the strategic plan to achieve our mission in supporting women to understand and recover from the effects of violence in their relationships as well as working with our community to promote respectful relationships and recognise and reject all forms of violence, including working with men to end their use of DFV.

The CEO will oversee the delivery of a compliment of services by our dedicated team of specialist practitioners committed to engaging in targeted and innovative ways to eliminate DFV. Through a feminist framework the CEO will be responsible for maintaining this commitment through building financial sustainability, fostering positive stakeholder relationships, maintaining strong governance and advocating for the voices of women and children experiencing DFV at a local and national level.

Our organisation prioritises supportive working conditions and a collaborative atmosphere, as well as **Salary Sacrifice** options available.

Being a woman is a genuine occupational qualification for this position under Section 31 of the Anti-Discrimination Act 1977.

Applicants must have experience working with women who have experienced domestic violence.

To apply, please provide:

- A cover letter, addressing the “*Essential Criteria*” as detailed in the position description, and how your skills, training and experience will align with the position description.
- An up-to-date resume;
- Contact details for two recent employment referees, one from a current or previous supervisor.
- NSW Working with Children Check number and date of birth (for verification purposes);
- A recent Criminal Record Check if available.



Please refer to our website for applicant information, position description and essential criteria <https://warrina.org.au/get-involved/>. Please follow the guidelines for your application.

Applications should be emailed to [manager@warrina.org.au](mailto:manager@warrina.org.au) marked 'Confidential' by **5pm Wednesday 08/07/2026**. Successful applicants will need to be available for interview on **Tuesday 14/07/2026**

Warrina DFVSS receives funding from a variety of sources including the NSW Department of Communities and Justice and Legal Aid NSW.



## Position Description

<b>Position:</b>	Chief Executive Officer
<b>Reports to:</b>	Board of Governance
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Classification:</b>	Social and Community Services Employee, Level 8
<b>Hours of Work:</b>	As per the Contract of Employment

### Position Context:

The Chief Executive Officer (CEO), in partnership with the Board of Governance and executive staff is responsible for the success of Warrina Domestic and Family Violence Specialist Services (DFVSS). Together, the Board, CEO and Executive Staff ensure the accomplishment the Mission and Vision of our organisation, along with Warrina's relevance and accountability to the community and its partner stakeholders.

The Chief Executive Officer position focusses on the provision of strategic leadership for Warrina DFVSS in the Coffs Harbour, Bellingen, Nambucca and Clarence Local Government Areas. The CEO has the ultimate responsibility for the day-to-day management of the organisation, the effective delivery of services and programs, and the performance of its staff. The role involves working in partnership with the board and staff enacting the strategic directions and core values of the organisation.

The CEO also acts as a key spokesperson and advocate for women and children experiencing family violence in the Coffs Harbour, Bellingen, Nambucca and Clarence Local Government Areas. It is through that voice, Warrina can continue to lead, inspire and empower the communities it services to live free of violence.

### Purpose and Function:

The aim of the organisation is to provide continuum of confidential, culturally and individually sensitive support services to women and children, in collaboration with government and non-government agencies, to reduce the effects of domestic and family violence.

The Executive Team consists of the Chief Executive Officer, the Operations Manager, and the Finance & Governance Coordinator. The Executive Team works closely with the Service Co-ordinators to ensure the delivery of services according to program specifications, contractual obligations and the requirements of relevant regulatory bodies.

Warrina currently manages the following services:

- The *Coffs Harbour, Bellingen and Nambucca Homelessness Support Service for Women*: funded by Department of Communities and Justice under the Specialist Homelessness Service (SHS) program. It incorporates the Women's and Children's Refuge and Outreach Services, the Specialist Children and Young Persons program and the Core and Cluster Service. The SHS team provide crisis accommodation, case management, and support services to women and dependent children affected by domestic and family violence and/or homelessness.
- The *Coffs-Clarence Women's Domestic Violence Court Advocacy Service (WDVCAS)*: funded by Legal Aid NSW to cover the Coffs Harbour, Grafton and Maclean Local Courts. The service provides information, referral, advocacy and support to women and children who are experiencing domestic violence; includes

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the Local Co-ordination Point for the Coffs-Clarence Local Area Command; co-ordinates the Safety Action Meetings for the Coffs-Clarence Local Area Command; and provides the Family Advocacy and Support Service and case management services. Staff operate from offices in Coffs Harbour and Grafton.

- *Safer Futures*: funded and registered by Department of Communities and Justice. The service delivers a Men's Behaviour Change Program, through individual and group sessions, and works with men who have used violence in their past or present relationships to increase accountability and build capacity for changed behaviour. The program is supported by the Women and Children's Advocate, who provides a voice to the stories and experiences of the family members impacted by a man's choice to use violence against them.
- The *Staying Home Leaving Violence* (SHLV) program: funded by Department of Communities and Justice. The SHLV supports women and dependent children to remain in their home, or a home of their choice, after ending a violent relationship; providing case management and implementing physical security measures.
- A number of small grant-funded or partnership projects supporting women and children in the community.

Warrina DFVSS is a not-for-profit co-operative governed by an elected Board of Directors who meet monthly. The organisation is a registered Charity and Deductible Gift Recipient.

The organisation employs around 40 staff in full-time, part-time, temporary and casual positions. Staff operate from various locations and provide services across the Coffs Harbour, Bellingen, Nambucca, and Clarence local government areas.

All staff are required to work collaboratively and within a feminist framework. This position requires an understanding of the gendered nature of domestic and family violence and the impact of exposure to domestic and family violence on children.

### **Core Responsibilities:**

- Maintain a strong commitment to results translating strategic goals onto achievable operational steps
- Operationalise feminist leadership to communicate and deliver on Warrina's values, mission and vision
- Integrate and coordinate diverse areas of organisational administration and management
- Effectively manage continuity, change and transition to ensure optimal service delivery across the organisation
- Initiate, maintain and strengthen stakeholder and community relationships
- Coordinate staff supervision, appraisal and development activities for the Executive Team.

### Vision, policy and strategic planning

- Lead the development and implementation of the strategic plan in collaboration with the Board, staff, volunteers, Warrina co-operative members and stakeholders.
- Guide the Board in defining Warrina's mission, vision, values and long-term goals, ensuring alignment with community needs and impact.
- Monitor and assess Warrina's relevance and effectiveness, providing recommendations for improvements.
- Stay informed on trends in human services, non-for-profit management and fundraising and ensure the organisation's policies, procedures and strategies are regularly reviewed.

### Leadership and administration

- Oversee all operations, ensuring integration and effective delivery of services in line with strategic goals.
- Foster a collaborative, respectful and feminist-driven work environment.
- Manage organisational strategy, including financial management, budgeting, quality assurance and business development.

- Develop and maintain a motivated, high-performing team, supporting staff development, performance and recruitment.
- Ensure adherence to legal, regulatory and organisational policies and oversee regular performance evaluations of senior leadership.
- Work collaboratively with the Executive Team and Program Coordinators to effectively implement new programs in Warrina DFVSS.
- Maintain understanding and proficiency in information technology systems applied within the organisation.

#### Governance

- Ensure compliance with legislative and statutory requirements, maintaining sound organisational governance.
- Collaborate with the Board and executive team to facilitate effective governance and strategic decision making.
- Support the Board in fulfilling its functions, focusing on long-term strategic issues and ensuring the timely attention to key issues
- Act as a liaison between the Board, staff and stakeholders to ensure smooth communication and informed decision making.

#### Finance and Physical Resources

- Oversee sound financial management, ensuring budgeting, reporting and audit compliance to maintain organisational sustainability
- Work with the Operations Manager and Finance and Governance Coordinator to diversify revenue streams and secure funding.
- Work collaboratively with the Executive team in preparing tenders, funding submissions and grant opportunities;
- Promote cost-effective program delivery while maintaining quality standards.
- Work with the Board to ensure the financial viability of the organisation.

#### Community Engagement

- Develop and maintain relationships with external stakeholders, including government bodies, funding agencies and community organisations.
- Act as a spokesperson for Warrina, representing the organisation at local, state and national levels
- Advocate for issues relevant to Warrina's mission, ensuring community awareness and involvement
- Participate in key forums, networks and joint initiatives to promote Warrina's goals and strengthen community impact
- Manage the communication strategy, including social media and internal communications

#### Risk Management

- Promote a strong risk management culture aligned with the Strategic Plan, ensuring compliance with health, safety and welfare regulations
- Lead the identification and management of risks to the organisation's operations and staff well-being
- Oversee grievance and/or service complaints raised by staff or clients to seek appropriate resolution in collaboration with the Executive Team;
- Oversee workers compensation claims, processes and outcomes in collaboration with the Executive team.

### Continuous Quality Improvement

- Lead the implementation of quality systems in collaboration with the Executive Team and continuous improvements projects, ensuring compliance with standards and legalisation
- Model solution-focused thinking, holding staff and volunteers to high standards of practice.
- Support the development of business models and protocols for effective collaboration with partners, ensuring evidence based and trauma informed practices across programs

### Personal and Professional Development

- Foster reflective practice within the organisation and stay informed of evidence-informed approaches
- Oversee and evaluate projects within the organization and reports related to continuous improvement
- Lead and actively contribute to the Staff Health, Wellbeing and Safety Plan
- Attend and present at relevant training, conferences, and forums, encouraging staff to apply new learning within Warrina
- Participate in personal performance appraisals, conducted by the Chair of the Board

### General Responsibilities:

- Maintain an understanding of relevant legislation, funding guidelines and policies, including those relating to domestic and family violence, child protection and privacy. Maintain familiarity with current policies, guidelines, research and other resources, as they relate to the organisation and its services;
- Comply with organisational policies and procedures;
- Monitor and actively manage work and personal stress, to promote personal well-being in the workplace;
- Proactively engage in supervision and performance appraisals;
- Participate in staff meetings and staff development activities;
- Communicate effectively with other staff, clients, management, other service providers and the community;
- Other duties consistent with the position, or as required by the Board.

### **Key Accountabilities:**

- Demonstrate leadership and management skills;
- Demonstrate supervision, mentoring, and conflict resolution skills;
- Demonstrate self-direction and initiative;
- Model professional boundaries and ethical standards in interactions with clients, staff and service providers;
- Engage with women from diverse backgrounds and their communities;
- Actively support the development and maintenance of team cohesion and a positive and collaborative workplace culture.

### **Organisational Relationships:**

- Board of Directors of Warrina;
- Executive Team of Warrina;
- Service Co-ordinators;
- Finance, Governance and Administration team;
- Team staff;

- Other staff of the organisation.

**Other Relationships:**

- Clients of the organisation's services;
- Other service providers;
- Peak bodies of the organisation's services;
- Funding bodies of the organisation's services.

**Physical Demands and Work Environment:**

- Due to the nature of the service, there is an inherent risk of violence in the work environment. Organisational policies and procedures are in place to manage the risk to workers and clients.
- Due to the nature of the service and the responsibilities of the role, work must be performed on-site. This position is not suitable for remote work.
- The position requires travel between the office and other locations on a frequent basis as a normal part of duties.

**Conditions of Employment:**

The conditions of employment are those that apply under the Social, Community, Home Care and Disability Services Award 2010, the National Employment Standards, and the Contract of Employment.

### **Selection Criteria:**

The organisation considers that being female is a genuine occupational qualification under Section 31 of the Anti-Discrimination Act 1977 (NSW).

#### Essential Criteria

- Post graduate qualifications are required in management, human services, social work or related fields;
- A minimum of three years' experience in a senior management role in community or a women's organisation;
- Demonstrated experience in and commitment to addressing violence against women and children drawing from an intersectional feminist perspective;
- Exceptional interpersonal and communication skills that can be applied with a diverse range of people including staff, volunteers, clients, Board members, service providers, government departments and funding bodies;
- Experience and ability to represent Warrina DfVSS in public forums, to build community engagement, and advocate for issues related to family violence and gender and social equality;
- Ability to identify risk, opportunities and issues for the future and to lead the organisation in achieving its goals and objectives;
- Excellent people management skills, including ability to lead, motivate and develop staff and senior management, fostering a culture of collaboration, continuous improvement and professional development aligned with organisational goals;
- Demonstrated experience in financial management, including budget preparation and monitoring, corrective actions, business planning and securing diverse funding to ensure long-term organisational stability;
- Demonstrated experience in managing a portfolio of client centered services, programs and projects that includes a continuous quality improvement approach and best practice;
- Knowledge of compliance requirements around service contracts and various applicable legislation;
- Experience in leading strategic planning, business development and change management in response to changing context and conditions;
- Demonstrated ability to model professional boundaries and interactions with clients, staff and service providers;
- Knowledge and understanding of privacy and confidentiality issues including information protection and cybersecurity awareness;
- Demonstrated understanding of the Children and Young Persons (Care and Protection) Act 1998 and the intersecting complexities for staff and the organization;
- Sound understanding of computers and information technology;
- Demonstrated effective reporting skills;
- Ability to pass the Working with Children Check and Criminal Record Check;
- Current NSW Drivers license.