



Position Description

POSITION DETAILS

Position Title:	Chief Executive Officer
Reports To:	Board of Management
Enterprise Agreement:	None Applicable

ABOUT US

Woorayl Lodge Inc. is a not-for-profit aged care facility nestled in the lush, rolling hills of South Gippsland, with pristine beaches nearby. Situated in Leongatha, Woorayl Lodge is conveniently located near many of the region's natural attractions, including Wilson's Promontory National Park, Agnes Falls, and Tarra-Bulga National Park. The surrounding area boasts charming cafes, restaurants, and wineries to delight all palates.

Founded in 1956 by the local Rotary Club, Woorayl Lodge opened on December 14, 1960 with just three permanent residents. Today, it has grown to 41 private rooms in the residential aged care section and 29 independent living units, yet remains a proudly community-owned and run facility with a voluntary Board of Management.

As Woorayl Lodge prepares to break ground on stage one of a new building that will add approximately 40 beds, its commitment to providing specialist residential aged care in small communities remains strong. Woorayl Lodge continues to build long-lasting relationships and thrive within its Gippsland community.

MISSION, VISION AND VALUES

Mission

Our mission is to provide services and an environment that **enables** residents to **live the life they choose**.

As a long standing Provider of Aged Care services in a small **community**, Woorayl Lodge understands and accepts the responsibility and the importance of treating each person as an **individual**.

Through open discussions, our team of professionals will listen and work with you to **personalise care and services** to meet your needs and choices, enabling you to “**live the life you choose**”.

At Woorayl Lodge, **we are inclusive** of all people. No matter your background, **you are welcome here**.

Woorayl Lodge is committed to providing a friendly environment that supports a lifestyle of wellbeing.

We recognise that to remain viable and to meet changing market demands in Aged Care, a new facility and expanded services need to be explored.

Woorayl Lodge is building a path to a new facility at Boags Road and is committed to keeping all stakeholders informed in a timely and transparent manner and we look to your feedback at all times.

Woorayl Lodge is excited to enter a new phase and direction of providing a unique model of care to the Leongatha and South Gippsland communities.

Vision

“Live the Life You Choose”

Values

Inclusive – Community – Understanding – Individuality – Wellbeing

POSITION OVERVIEW

The Chief Executive Officer (CEO) is responsible for the overall leadership, management and performance of Woorayl Lodge Inc, ensuring the organisation operates safely, sustainably and in accordance with its legislative, regulatory and governance obligations.

Reporting to the Board of Management, the CEO provides organisational leadership across all functions, including clinical care, quality and compliance, hospitality services, finance, human resources (HR) and organisational development. The CEO is accountable for implementing the Board’s strategic direction, maintaining effective governance systems and ensuring the delivery of safe, high-quality and person-centred aged care services.

The CEO is responsible for ensuring that organisational systems, structures and processes support compliance with the Aged Care Act 2024, the Statement of Rights, the Aged Care Quality Standards, the Aged Care Code of Conduct and other applicable legislation and standards. This includes oversight of governance frameworks, risk management, quality assurance and continuous improvement.

The CEO works with senior managers to ensure clear accountability, effective collaboration and appropriate escalation across all operational areas, including clinical services. The CEO ensures that leadership arrangements support safe care delivery, workforce capability and organisational sustainability.

The CEO is responsible for fostering and role-modelling a respectful, inclusive and values-based culture that upholds the rights, dignity, safety and wellbeing of older people, including compliance with the Victorian Child Safe Standards.

The CEO supports the Board of Management to fulfil its governance responsibilities by providing timely, accurate and informed advice on organisational performance, compliance, risk and strategic matters. The role represents Woorayl Lodge Inc with regulators, sector bodies, partners and the broader community, and leads the organisation through change and future growth in a complex and evolving aged care environment.

Position Objectives

1. Governance

Support effective governance and Board decision-making by providing leadership, insight and informed advice on organisational performance, quality, safety and risk, consistent with the:

- Vision, mission, values, policies and procedures of Woorayl Lodge Inc
- Statement of Rights and Aged Care Code of Conduct
- Aged Care Act 2024 and Aged Care Quality Standards
- Relevant legislative, regulatory and safety requirements, including privacy obligations

Ensure governance frameworks are robust, contemporary and audit-ready, and that the Board of Management is appropriately informed of organisational risks, trends, incidents and improvement activity.

2. Leadership

Provide organisational leadership that promotes accountability, ethical decision-making, high standards of practice and a strong values-based culture.

Lead, support and develop the leadership team to build a capable, confident and accountable workforce across all areas of the organisation.

Foster a respectful, inclusive and collaborative workplace culture that supports wellbeing, continuous improvement and shared responsibility for quality and safety.

3. Relationships

Develop and maintain productive, respectful and transparent relationships with internal and external stakeholders, including staff, consumers (residents), families, regulators, sector bodies and community partners.

Represent Woorayl Lodge Inc professionally in relevant forums and engagements, supporting the organisation's reputation, compliance obligations and community connections.

Support open communication, consultation and engagement across the organisation to promote trust, understanding and shared purpose.

4. Strategic Planning

Provide leadership in the development, implementation and review of Woorayl Lodge Inc's strategic plan, ensuring organisational priorities align with regulatory requirements, community expectations and long-term sustainability.

Monitor emerging trends, reforms and risks in the aged care sector and ensure the organisation is well-positioned to respond to change.

Work collaboratively with the Board of Management and leadership team to translate strategy into practical plans, actions and outcomes.

5. Resource Management

Ensure organisational resources are managed responsibly and effectively to support safe service delivery, workforce capability and organisational sustainability.

Work with senior managers to ensure appropriate structures, systems and accountabilities are in place across all operational areas.

Oversee organisational risk management and ensure issues relating to capability, resourcing or service delivery are identified, managed and escalated appropriately.

6. Finance

Support the financial sustainability of Woorayl Lodge Inc through effective oversight, informed decision-making and collaboration with the Finance Manager and Board of Management.

Ensure financial planning, budgeting and reporting processes support organisational priorities, compliance obligations and long-term viability.

Ensure financial risks are identified and managed in a timely and responsible manner.

7. Quality, Compliance & Improvement

Ensure organisational systems and practices support compliance with legislative, regulatory and accreditation requirements, including the Aged Care Act 2024, Aged Care Quality Standards and Aged Care Code of Conduct.

Promote a culture of continuous improvement, accountability and learning, and ensure feedback, incidents and performance data inform organisational improvement.

Ensure the organisation is prepared for audits, reviews and accreditation processes and responds appropriately to findings and recommendations.

8. Health, Safety & Wellbeing

Ensure a safe environment for consumers, staff, volunteers and visitors by supporting effective work health and safety systems and risk management practices.

Promote and be a role-model of a culture that prioritises dignity, safety, wellbeing and respect, including compliance with the Victorian Child Safe Standards.

Ensure significant safety risks, hazards or incidents are escalated appropriately and addressed in accordance with organisational policy and legislative requirements.

KEY SELECTION CRITERIA

While a broad range of skills, knowledge and competencies are required to perform successfully in the role of CEO, as defined in this Position Description, the primary selection criteria for this role include, but are not limited to:

Essential

- Relevant tertiary qualification in management, health, business, governance or a related discipline, or equivalent senior leadership experience in a comparable role.
- Demonstrated senior leadership experience (typically 5+ years) in a complex, regulated environment, with accountability for organisational performance, compliance and risk.
- Demonstrated experience working with, and reporting to, a governing Board or equivalent body, including the preparation of high-quality reports, advice and recommendations.
- Demonstrated understanding of, or ability to rapidly acquire a strong working knowledge of, the legislative and regulatory framework governing aged care, including the Aged Care Act 2024, the Statement of Rights and the Aged Care Quality Standards.
- Proven experience leading organisational change, reform or improvement initiatives in a structured, transparent and consultative manner.
- Demonstrated experience overseeing governance, risk management, quality systems and compliance frameworks within a regulated service environment.
- Sound understanding of financial management principles, including budgeting, forecasting and financial oversight, with the ability to work effectively with senior finance staff and the Board.
- Demonstrated experience leading and developing senior managers and leadership teams, with accountability for performance, capability and conduct.
- Strong written and verbal communication skills, including the ability to engage effectively with Boards, regulators, staff, consumers, families and external stakeholders.
- Current satisfactory National Police Check and Working with Children Check (or willingness to obtain).
- Annual influenza vaccination (or approved exemption in line with organisational policy).

Desirable/Highly Regarded

- Postgraduate qualifications in management, leadership, governance, health administration or a related discipline.
- Experience working in the aged care sector, including familiarity with contemporary funding models, regulatory oversight and accreditation processes.
- Experience leading or supporting organisations through significant regulatory reform, accreditation cycles or major organisational change.
- Demonstrated experience in not-for-profit or community-based organisations, including an understanding of Board governance, stakeholder accountability and community expectations.
- Experience in overseeing or contributing to large-scale projects such as service expansion, redevelopment, capital works or organisational restructures.
- Demonstrated capability in stakeholder engagement with regulators, funding bodies, community partners and peak organisations.
- Experience leading or contributing to organisational quality improvement initiatives informed by data, feedback and performance monitoring.

RIGHTS-BASED CARE COMMITMENT

Woorayl Lodge Inc provides care and services in accordance with the Aged Care Act 2024, the Statement of Rights and the Aged Care Quality Standards. All employees are expected to uphold older people's rights to dignity, choice, independence, privacy, identity, safety, social connection and supported decision-making, and to support consumers to express concerns and access advocacy without fear of reprisal.

PROFESSIONAL RESPONSIBILITIES

The Chief Executive Officer is expected to:

- Act at all times in a professional, ethical and accountable manner, consistent with the values, policies and Code of Conduct of Woorayl Lodge Inc.
- Ensure compliance with all relevant legislation, regulatory requirements and organisational policies, including obligations under the Aged Care Act 2024, the Statement of Rights, the Aged Care Code of Conduct and the Aged Care Quality Standards.
- Support the Board of Management to meet its governance responsibilities by providing timely, accurate and well-considered advice, reports and recommendations.
- Ensure organisational systems and practices uphold the rights, dignity, safety and wellbeing of older people, including compliance with the Victorian Child Safe Standards.
- Maintain appropriate confidentiality, privacy and information security in accordance with legislation and organisational policy.
- Lead by example in promoting respectful workplace behaviour, ethical decision-making and a culture of accountability, inclusion and continuous improvement.
- Ensure effective performance management, development and support of senior managers in line with organisational expectations and policies.
- Represent Woorayl Lodge Inc professionally in dealings with regulators, sector bodies, community partners and external stakeholders.
- Participate in performance review and development processes as required by the Board of Management.
- Take reasonable care for their own health, safety and wellbeing, and comply with work health and safety obligations.
- Complete mandatory training and governance-related education as required or directed by the Board of Management.

KEY RESULT AREAS, ACCOUNTABILITIES & PERFORMANCE MEASURES

The following table outlines the Key Result Areas for this role and the specific accountabilities and performance measures which reflect the primary functions of the position. This should not be interpreted as an exhaustive list of your duties, responsibilities, accountabilities and activities. Woorayl Lodge may, at its discretion, change any duties, accountabilities, responsibilities or performance measures as it considers appropriate from time to time.

Key Result Areas	Accountabilities	Performance Measures
Governance	- Support the Board of Management to fulfil its governance responsibilities by providing timely, accurate and well-considered advice on organisational performance, compliance, risk and strategic matters. - Ensure governance frameworks, policies and systems are in place to support compliance with legislative and regulatory requirements, including the Aged Care Act 2024, the Statement of Rights, the Aged Care Quality Standards and the Aged Care Code of Conduct. - Ensure the organisation maintains effective risk management systems, including identification, monitoring, escalation and mitigation of organisational risks. - Ensure appropriate oversight of compliance, quality and safeguarding systems, including escalation of significant issues to the Board of Management. - Support audit readiness by ensuring governance documentation, reporting and evidence are maintained and available to demonstrate compliance and accountability. - Ensure clear governance arrangements are in place across the organisation, including defined roles, delegations and reporting lines.	- The Board of Management receives timely, accurate and relevant information to support informed decision-making. - Governance frameworks and organisational systems demonstrate alignment with legislative, regulatory and accreditation requirements. - Organisational risks are identified, monitored and escalated appropriately, with mitigation strategies implemented where required. - Audit and accreditation activities are supported by clear governance oversight and appropriate documentation. - Board confidence in governance arrangements, reporting and advice provided by the CEO is demonstrated.
Leadership	- Provide organisational leadership that promotes accountability, ethical decision-making and high standards of practice across all areas of Woorayl Lodge Inc. - Lead, support and develop the senior management team to build capability, confidence and accountability in their respective areas of responsibility. - Foster a respectful, inclusive and values-based workplace culture that supports wellbeing, collaboration and continuous improvement. - Ensure leadership practices across the organisation align with Woorayl Lodge Inc's values, Code of Conduct and expectations of behaviour. - Support effective performance management, development and succession planning for senior managers in accordance with organisational policy. - Promote open communication, consultation and shared responsibility for organisational outcomes.	- Senior managers demonstrate clear accountability, capability and effective leadership in their areas of responsibility. - Leadership behaviours across the organisation reflect organisational values, ethical standards and expected conduct. - Positive indicators of workplace culture, including respect, collaboration and staff engagement, are evident. - Performance concerns are identified early and managed appropriately and consistently. - Feedback from staff, leaders and the Board reflects effective, visible and supportive leadership by the CEO.

Key Result Areas	Accountabilities	Performance Measures
Relationships	- Develop and maintain constructive, respectful and productive relationships with consumers (residents), families, staff, Board members and external stakeholders. - Build and sustain effective working relationships with regulators, sector bodies, funding agencies and community partners to support compliance, service delivery and organisational sustainability. - Represent Woorayl Lodge Inc professionally in external forums, engagements and discussions, consistent with organisational values and strategic objectives. - Support transparent, timely and effective communication across the organisation, including consultation and engagement with staff on matters affecting their work and the organisation. - Promote positive relationships across departments to support collaboration, shared understanding and coordinated service delivery.	- Stakeholder relationships are characterised by trust, professionalism and constructive engagement. - Communication with regulators, partners and stakeholders is timely, accurate and appropriate. - Feedback from consumers, families, staff and external stakeholders reflects respectful and effective relationships. - Woorayl Lodge Inc is represented positively and consistently in external engagements. - Internal collaboration and communication across teams supports effective organisational outcomes.
Strategic Planning	- Lead the development, implementation and review of Woorayl Lodge Inc's strategic plan in partnership with the Board of Management. - Ensure organisational priorities and plans align with legislative and regulatory requirements, community expectations and long-term sustainability. - Monitor emerging trends, reforms and risks in the aged care sector and ensure the organisation is positioned to respond effectively. - Translate strategic objectives into clear organisational plans, actions and performance expectations. - Work collaboratively with the Board and senior managers to ensure strategic initiatives are implemented in a planned, transparent and accountable manner.	- Strategic plans are developed, implemented and reviewed in accordance with agreed timeframes and Board expectations. - Organisational priorities and initiatives align with regulatory requirements and strategic objectives. - The organisation demonstrates preparedness for change and reform in the aged care environment. - Strategic initiatives are implemented in a coordinated and accountable manner. - Board confidence in strategic advice, planning and implementation is demonstrated.
Resource Management	- Ensure organisational resources, including workforce, infrastructure and systems, are managed effectively to support safe service delivery and organisational sustainability. - Work with senior managers to ensure appropriate structures, role clarity and accountability are in place across all operational areas. - Oversee organisational risk related to resourcing, capability and service delivery, ensuring issues are identified, managed and escalated appropriately. - Ensure workforce planning supports current service needs and future organisational priorities. - Support effective use of resources through informed decision-making and ongoing monitoring of organisational performance.	- Organisational resources are aligned with service delivery requirements and strategic priorities. - Clear role clarity, structures and accountabilities are evident across the organisation. - Risks relating to resourcing or capability are identified early and addressed appropriately. - Workforce planning supports safe service delivery and organisational sustainability. - Resource decisions demonstrate responsible use of organisational assets and funding.
Finance	Provide oversight of the organisation's financial management to support sustainability, compliance and delivery of services in line with strategic objectives.	Financial performance is monitored and reported in a timely and accurate manner.

Key Result Areas	Accountabilities	Performance Measures
	- Work collaboratively with the Finance Manager to ensure effective financial planning, budgeting, forecasting and reporting processes are in place. - Ensure financial decisions support organisational priorities, compliance obligations and responsible stewardship of funds. - Monitor financial performance and risks, and ensure emerging issues are identified, addressed and escalated appropriately to the Board of Management. - Support transparent and accurate financial reporting to the Board and relevant stakeholders.	- Budgeting, forecasting and financial planning processes support organisational sustainability. - Financial risks are identified and managed appropriately. - Board confidence in financial oversight, reporting and advice is demonstrated. - Financial decisions align with organisational priorities, compliance requirements and funding obligations.
Quality, Compliance & Improvement	- Ensure organisational systems, practices and governance arrangements support compliance with legislative, regulatory and accreditation requirements, including the Aged Care Act 2024, the Statement of Rights, the Aged Care Quality Standards and the Aged Care Code of Conduct. - Provide oversight of quality, compliance and continuous improvement systems to ensure risks, incidents, feedback and performance data are identified, monitored and acted upon. - Ensure the organisation is prepared for audits, accreditation processes and regulatory reviews, and that findings and recommendations are addressed appropriately. - Support a culture of accountability, learning and continuous improvement across the organisation. - Ensure significant compliance risks, accreditation issues or quality concerns are escalated appropriately to the Board of Management.	- Compliance with legislative, regulatory and accreditation requirements is maintained and evidenced. - Quality and compliance systems demonstrate effective oversight, monitoring and follow-up. - Audit and accreditation activities are supported by appropriate documentation and timely responses. - Continuous improvement initiatives are informed by data, feedback and regulatory requirements. - The Board is appropriately informed of compliance risks, issues and improvement activity.
Health, Safety & Wellbeing	- Ensure organisational systems and practices support a safe and healthy environment for consumers, staff, volunteers and visitors. - Oversee compliance with work health and safety legislation, infection prevention and control requirements, and organisational safety policies. - Promote and be a role-model of a culture that prioritises dignity, safety, wellbeing and respect, including compliance with the Victorian Child Safe Standards. - Ensure systems are in place to identify, report, investigate and respond to incidents, hazards and safety risks. - Ensure significant safety risks, incidents or trends are escalated appropriately and addressed in accordance with organisational policy and legislative requirements.	- Health and safety systems support compliance with legislative and organisational requirements. - Safety risks, incidents and hazards are identified, reported and managed in a timely and effective manner. - Compliance with infection prevention and control requirements is maintained. - Evidence of a positive safety culture is demonstrated across the organisation. - The Board of Management is appropriately informed of significant safety risks and incidents.

PERFORMANCE REVIEW

The performance of the Chief Executive Officer will be continually assessed and reviewed by the Chair of the Board of Management or their delegate at or around three (3) months, six (6) months, twelve (12) months following commencement, and annually thereafter, or as otherwise required by Woorayl Lodge.

You agree to participate in any supervision, coaching, training and performance reviews (whether formal or informal) as required or directed by the Chair or their delegate from time to time at their discretion.

Performance reviews will be based on such criteria as the Board of Management determines appropriate, which may include:

- Achievement of agreed objectives and key result areas
- Demonstrated leadership aligned with Woorayl Lodge Inc's values and Code of Conduct
- Effectiveness in supporting governance, compliance, risk management and organisational performance
- Quality of advice, reporting and support provided to the Board of Management
- Effectiveness in leading senior managers and fostering a positive, accountable organisational culture
- Contribution to strategic planning, organisational sustainability and continuous improvement
- Professional conduct, communication and accountability.

A performance review does not constitute a review of remuneration.

EMPLOYEE POSITION DECLARATION

I have read and understand this Position Description and confirm that I have the capacity and commitment to perform the duties described. I agree to comply with Woorayl Lodge Inc policies, procedures, values and Code of Conduct, and to uphold the rights of older people in accordance with the Aged Care Act 2024, Statement of Rights and Aged Care Code of Conduct.

I understand this Position Description outlines the key requirements of my role at the time of signing this declaration and may be changed from time to time by Woorayl Lodge, at its discretion to, for example, reflect organisational, operational or regulatory requirements.

Values Commitment

I commit to demonstrating the values of Woorayl Lodge Inc in my work and interactions:

- Inclusiveness – ensuring all individuals feel welcomed, respected and valued
- Community – fostering connection, belonging and shared purpose
- Understanding – listening and responding with empathy and respect
- Individuality – recognising and supporting each person's unique needs and identity
- Wellbeing – promoting dignity, comfort, safety and quality of life

I will uphold these values in all aspects of my role and contribute to a positive, rights-based culture that empowers older people to live the life they choose.

Signature*: _____

Print name: _____

Date: _____

**If completing electronically, typing your name is acceptable.*