

# CHIEF EXECUTIVE OFFICER

## CANDIDATE BRIEFING DOCUMENT

### OCTOBER 2022



## Table of Contents

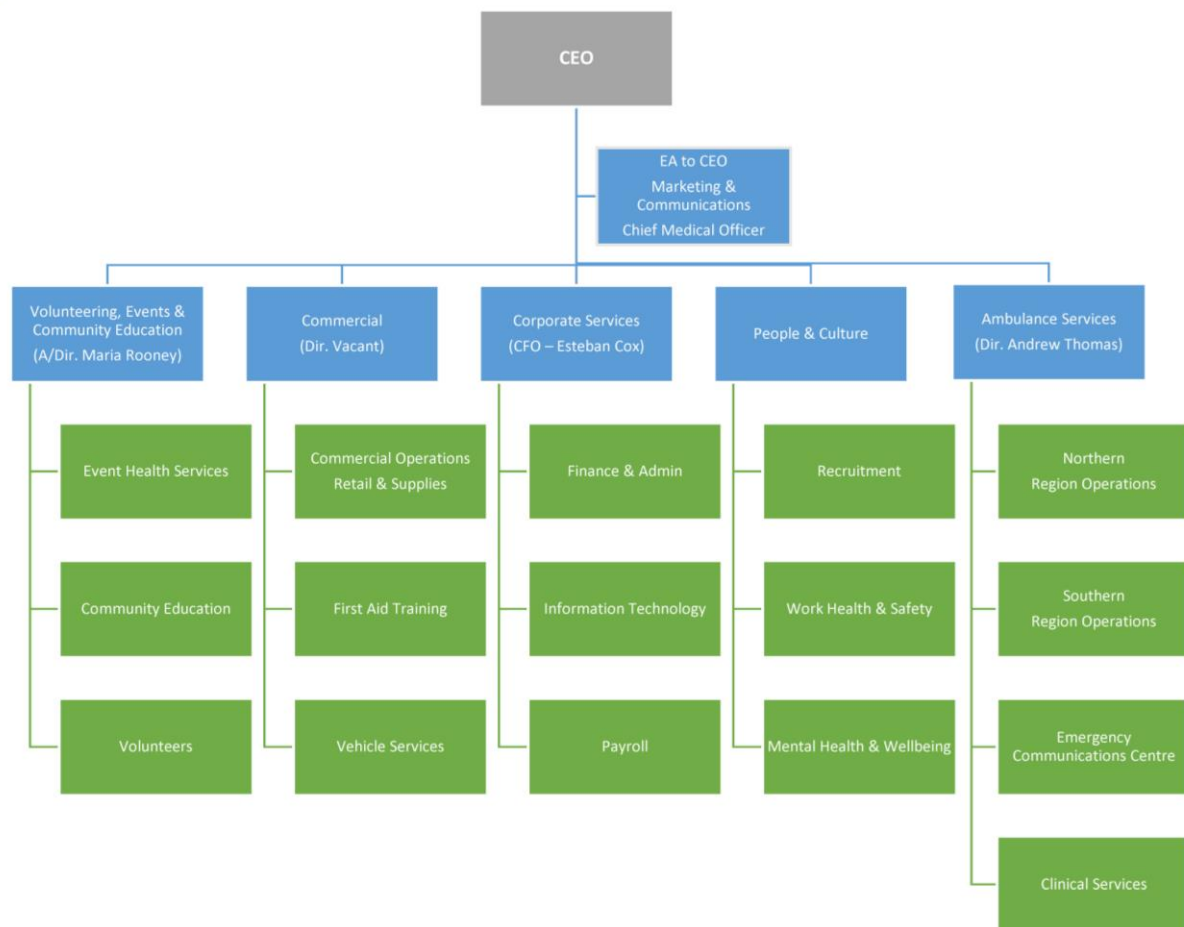
<i>About St John Ambulance Australia (NT) Inc .....</i>	<i>3</i>
<i>Our organisational structure .....</i>	<i>4</i>
<i>Our Board .....</i>	<i>4</i>
<i>Our Community .....</i>	<i>5</i>
<i>Our People .....</i>	<i>5</i>
<i>Message from our Chair .....</i>	<i>6</i>
<i>The Advertised Role .....</i>	<i>7</i>
<i>Position Description .....</i>	<i>8</i>
<i>Living &amp; Working in Darwin, Northern Territory .....</i>	<i>15</i>
<i>Northern Territory &amp; Darwin, Fast Facts .....</i>	<i>15</i>
<i>Contact Information .....</i>	<i>16</i>
<i>Important Information .....</i>	<i>16</i>



## About St John Ambulance Australia (NT) Inc

<p><b>Our goal</b></p>	<ul style="list-style-type: none"> <li>• Make first aid a part of every Territorian's life.</li> <li>• Be the leading provider of first aid services, training and products.</li> <li>• Provide first aid-related services which build community and individual resilience.</li> <li>• Provide emergency and non-emergency ambulance services under contract to the Northern Territory Government.</li> </ul>
<p><b>Our mission</b></p>	<p>To be the leading provider of first aid and ambulance services in the Northern Territory.</p>
<p><b>Our values</b></p>	<ul style="list-style-type: none"> <li>• <b>Integrity</b> - We are honest, open ethical and fair</li> <li>• <b>Respect</b> - We treat people with dignity and professionalism</li> <li>• <b>Empathy</b> - We are kind and caring to all we encounter</li> <li>• <b>Collaboration</b> - We will work with our teams, partners and stakeholders to deliver meaningful results</li> </ul>
<p><b>Our function</b></p>	<ul style="list-style-type: none"> <li>• A comprehensive Emergency Ambulance Service, under contract with the Northern Territory Government;</li> <li>• A non-emergency Ambulance Patient Transport Service;</li> <li>• A 24 hour 000 Communications Centre;</li> <li>• A dedicated team of qualified first aid Volunteer personnel to attend social, sporting, cultural and other well attended community events;</li> <li>• A dedicated training arm specialising in public, community and industry-specific first aid training;</li> <li>• Clinical Governance, Education and professional Development for our Ambulance staff;</li> <li>• Youth support and training through a cadet movement;</li> <li>• Contract Paramedical Services to assist and support the mining production and special project industries;</li> <li>• A Sales department that supplies an extensive range of first aid kits, medical consumables and pre hospital medical equipment;</li> <li>• A fully equipped mechanical workshop delivering custom vehicles, ambulance modifications and general servicing to members of the public; and</li> <li>• A FREE First Aid in Schools program, delivering age appropriate first aid to children from Pre-School to Year 8.</li> <li>• A Community Education program, delivering first aid training and information to child care centres, clubs and other community groups.</li> </ul>

## Our organisational structure



## Our Board

- Peter Carew AM FAICD MStJ, Chair
- Roland Chin FCA FCPA CStJ, Treasurer
- Terri-Ann Maney GAICD, Ordinary Board Member
- Robert Kendrick GAICD, Ordinary Board Member
- Hamish Baddeley BA, LLB, Ordinary Board Member
- Mark Coffey PSM, Ordinary Board Member

## Our Community

With volunteer divisions and ambulance stations at major population centres across the Northern Territory, St John NT is well placed to understand the needs and conditions of our communities. We see our role in the community as helping people to build resilience, to be prepared and know how to respond in an emergency.

Be it training volunteers or the public in first aid, attending a major event or responding to a Triple Zero (000) call, St John NT's services collaboratively deliver the organisation's mission "to be the leading provider of first aid and ambulance services in the NT."

## Our People

St John NT comprises of over 500 staff and volunteers. Our people are dedicated to helping members of the community and proud of the organisation's long history in the Territory.



## Message from our Chair



With over 70 years' experience in the Northern Territory, St John NT understands the challenges of delivering services across vast distances in tropical and desert environments. A situation which presents a unique set of conditions requiring a unique response.

As the Territory's provider in ambulance services and a leading first aid supplier and trainer we have a mission to save lives and build community resilience. Our staff and volunteers are dedicated and compassionate about the health and well being of the people we serve. We maintain a well-recognised and respected brand in the community and as an organisation, aim to build and strengthen relationships with key stakeholders to create opportunities to deliver wider healthcare services.

We are looking for a CEO who will lead our organisation in the next stage of its development. This is an opportunity to think outside the square in how St John NT will grow its commercial activities while continuing to support the community.

The successful candidate will be able to lead the executive team to develop and deliver a new strategic plan, work collaboratively with key stakeholders and the Board and identify solutions to the issues and challenges the organisation faces. This will require someone who is forward looking, who is able to direct the organisation towards new opportunities for growth and will consider innovative ways in which we can extend our commercial activities.

The healthcare industry, and particularly our frontline staff, has faced many challenges over the last three years, as we continue to navigate a path forward the Board is encouraged by our staff and volunteers who remain focussed on delivering our services and true to our values of integrity, respect, empathy and collaboration.

I look forward to continuing to build on their momentum by engaging a professional executive to take on this role.

Peter Carew AM, MSTJ, FAICD  
Chair, St John NT

## The Advertised Role

### CHIEF EXECUTIVE OFFICER

- ▶ Key strategic role
- ▶ Lead organisation into next exciting phase
- ▶ Darwin based

St John NT is the Territory's leading provider in emergency medical response and preparedness, with a mission to save lives and build community resilience to improve the safety and healthcare for all Territorians.

With more than 500 staff and volunteers, St John NT provides a range of services from [ambulance services](#) under contract to the Northern Territory Government, coordination of emergency medical responses, [event health services](#) and first aid assistance at community and major events through to nationally accredited [first aid training](#), [community education](#) and [first aid products](#) and equipment.

Reporting to the Board, our client is seeking high performing candidates for the role of CEO who have demonstrated energy, confidence and maturity to navigate an increasingly complex operating environment while dealing effectively with a range of stakeholder needs. A key focus of the role will be the successful delivery of the St John NT strategy and include:

- Providing leadership and mentoring of Executive Leadership Team
- Supporting policy and risk frameworks
- Financial and infrastructure stewardship
- Ensuring employee and volunteer wellbeing
- Sponsorship and leadership of major projects
- Development and implementation of key strategic goals and priorities

As the successful candidate, you will be a dynamic and results focused leader who has successfully led large and complex community-responsive organisations, with exemplar judgement and demonstrated governance understanding across both strategic and political insights.

You will also be able to demonstrate contemporary knowledge of the full breadth of strategic and operational management including change management, along with an evidenced ability to translate this into best practice within an organisation.

Previous experience in an emergency services environment and/or the community sector or volunteer organisation would be highly regarded. Undergraduate and post graduate qualifications in a relevant field such as Business Administration are also essential to the role.

For details of the Position Description visit [www.vuca.com.au](http://www.vuca.com.au) and click on the Executive & Director Search tab. For further enquiries, contact VUCA Senior Associate Paul Bell on 0412 552 302 for a confidential discussion during business hours. Please forward your letter of application and CV in MS Word format to [ceosjnt@vuca.com.au](mailto:ceosjnt@vuca.com.au) by COB Friday 21<sup>st</sup> October 2022.

## Position Description

### Chief Executive Officer

#### Position Summary

The Chief Executive Officer (CEO) as delegated by the Board, has overall responsibility for providing leadership for the organisation. A key focus of the role will be the delivery of the St John NT strategy providing leadership and mentoring to the Executive Leadership Team (ELT) to ensure its successful delivery. In alignment with the strategic direction and mission of the organisation the CEO will be accountable for the supporting policy and risk frameworks, financial and infrastructure stewardship, employee and volunteer wellbeing. They will provide sponsorship and leadership to major projects, responsible for the development and implementation of key strategic goals and priorities.

#### Position Details

Title	Chief Executive Officer		
Position Reference			
Division	Organisation		
Primary Location	Casuarina – Darwin		
Classification	Executive		
Category and status	Three plus two-year contract, Full Time		
Reports to	The Board		
External Relationships	<ul style="list-style-type: none"> <li>• NT Department of Health</li> <li>• St John National Office</li> </ul>		
Date PD approved		Date to be reviewed	

#### Position Requirement

Key Result Area	Key Activities	Key Performance Indicators
Leadership of Strategy and Change	<ul style="list-style-type: none"> <li>• Developing, reviewing and providing executive leadership of the St John NT Strategy</li> <li>• Leading and facilitating organisational change and development initiatives required to meet the St John NT mission, values and strategic directions.</li> <li>• Identifying and proactively responding to drivers for change both inside of and outside of the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic plan in place.</li> <li>• Improved engagement levels.</li> <li>• Workforce turnover rates.</li> </ul>



	<ul style="list-style-type: none"> <li>• Providing oversight of organisational-wide change management and implementation of major change processes.</li> <li>• Operating at an executive level strategically using informed analysis and decision making alongside strategic influencing and political nous.</li> <li>• Providing strong, authentic leadership to the ELT.</li> <li>• Active role modelling and promotion of the St John NT values embedding them in daily practice and interactions.</li> <li>• Actively engage in and collaborate with key stakeholders, partners and relevant networks as appropriate to ensure the delivery of the St John NT strategy.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff and stakeholder feedback on their leadership is predominantly positive.</li> <li>• ELT self-review/Peer feedback indicates a constructive contribution.</li> <li>• Evidence of collaboration with relevant stakeholders.</li> </ul>
<p>Planning and Reporting</p>	<ul style="list-style-type: none"> <li>• Ensure appropriate planning and KPIs are in place for delivery of strategic goals.</li> <li>• Ensure timely, informative reporting is provided to the Board for both the operations of the organisation and the delivery of the strategy.</li> <li>• Planning for future organisational needs in a way that minimises high risks and maximises opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>• Aligned plans/project plans are in place and being delivered.</li> <li>• Strategic and operational risk management plans in place</li> </ul>
<p>Quality and Innovation</p>	<ul style="list-style-type: none"> <li>• Developing metrics in in agreement with the Board for the measurement and monitoring of the success of the strategy.</li> <li>• Overseeing the development and ongoing review of strategic business plans across organisation to drive required change and aligned performance</li> <li>• Provide timely and accurate reports on performance and other information required by the Board to inform effective decision making and oversight of progress towards strategic goal achievement.</li> </ul>	<ul style="list-style-type: none"> <li>• Analytics/Quality measures in place.</li> <li>• Regular progress reports on performance presented at the Board</li> <li>• Strengths to be leveraged and improvement opportunities identified as part of regular reporting to the Board.</li> </ul>

	<ul style="list-style-type: none"> <li>• Encouraging creative thinking and problem solving as well as new ideas that enable change, growth and quality outputs and service delivery in line with the organisation's mission and values</li> <li>• Continuously evaluating and improving key policies and programs to be responsive to future needs/demand.</li> </ul>	
Stakeholder Engagement and Relationship Management	<ul style="list-style-type: none"> <li>• Developing and maintaining effective working relationships with external stakeholders to further the mission of St John NT.</li> <li>• Developing and maintaining key networks and strategic partnerships with external organisations, bodies, individuals who can help St John NT respond to change, resolve issues and deliver better services.</li> <li>• Creating, embedding and acknowledging a strong commitment to service excellence/customer service across the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of increased collaboration/establishment of strategic partnerships.</li> </ul>
Leadership and management	<ul style="list-style-type: none"> <li>• Fostering and maintaining an engaged, accountable, high performing team culture across the ELT.</li> <li>• Aligning people, financial and information resources to achieve strategic priorities</li> <li>• Providing oversight, coaching support and guidance to ELT/managers across the organisation to ensure a delivery of quality services in organisational change.</li> <li>• Working closely with the Board in leading work on organisational design, change and organisational development to enable embedding of values-based behaviours, and positive progress in cultural change.</li> <li>• Overseeing and facilitating the development and continual review of business plans, policies, procedures and practices related to all aspects of the organisation, to ensure achievement of the organisation's strategic plan</li> </ul>	<ul style="list-style-type: none"> <li>• Staff morale/engagement levels as indicated in the staff survey</li> <li>• Leadership feedback.</li> <li>• Strategic and operational plan objectives met</li> </ul>

## Position Organisational Responsibilities

Values	The CEO will demonstrate and encourage behaviour in line with our values of Integrity, Respect, Empathy and Collaboration.
Behaviour	The CEO will demonstrate behaviour of the highest of integrity; that is free from bullying, harassment and discrimination and that abides by the Code of Conduct.
WHS	The CEO is responsible for: <ul style="list-style-type: none"> <li>• Coordination and implementation of the WHS Management systems and procedures</li> <li>• Monitoring and performance reporting</li> <li>• Hazard identification and WHS management</li> <li>• Emergency response</li> <li>• Internal auditing</li> <li>• Risk planning</li> </ul>
Legislative Framework	The CEO is accountable for all legislative obligations relevant to the organisation
Strategy and Policy	The CEO will develop strategic documents, write reports and participate in reporting requirements, including annual report and statutory requirements, and lead development of policy relevant to the organisation.

## Person Specification

Core Competencies	Behavioural Indicators
Leading and Developing People	<ul style="list-style-type: none"> <li>• Identifies required capabilities now and into the future and ensures they are in place to position the organisation for success.</li> <li>• Sets clear performance goals and expectations linked to organisational strategic plan and priorities, and coaches others in facilitating performance excellence in their teams</li> <li>• Nurtures talent and engages in succession planning.</li> </ul>
Thinking and Acting Strategically	<ul style="list-style-type: none"> <li>• Champions the organisation's vision and objectives and unifies teams to perform in line with strategic directions.</li> <li>• Anticipates and plans for future trends, events and opportunities.</li> <li>• Identifies links between stakeholder concerns, the organisation's mission and strategic priorities and organisational values.</li> <li>• Considers multiple perspectives and is aware of the links/tensions between competing objectives, working constructively with this knowledge to achieve good service outcomes.</li> <li>• Aligns own performance objectives with the organisational objectives.</li> </ul>
Leading Change	<ul style="list-style-type: none"> <li>• Looks beyond the current situation to identify future opportunities for the organisation and its service to the community.</li> <li>• Sets required transformational goals to progress towards longer term directions.</li> </ul>

	<ul style="list-style-type: none"> <li>• Stimulates new thinking and ideas to develop creative solutions / change experiments that keep moving the organisation forward in a sustainable way.</li> <li>• Is proactive in facilitating change in order to maximise the ongoing growth and development of St John NT.</li> <li>• Actively keeps key stakeholders informed of change and engages them appropriately in the change journey.</li> </ul>
Achieving Business Results	<ul style="list-style-type: none"> <li>• Creates and aligns structures, systems and resources to effectively achieve objectives, revising plans and objectives to reflect changing priorities or conditions.</li> <li>• Applies and encourages strategic risk management and exercises sound judgement in managing long term and strategic risk.</li> <li>• Holds self and others accountable for achieving high quality, timely and cost-effective outcomes.</li> <li>• Translates objectives into business plans, implementation and/or project plans so that progress can be monitored and obstacles to achievement of outcomes identified and handled in a way that doesn't compromise success.</li> <li>• Acts decisively to ensure strategies are implemented and makes timely decisions when responding to important urgent actions.</li> <li>• Encourages continuous improvement and builds the organisation by developing or improving services/products.</li> </ul>
Communicating Effectively	<ul style="list-style-type: none"> <li>• Is able to represent the organisation effectively in external and internal forums, anticipating the perspective of key stakeholders and being able to engage their support as needed.</li> <li>• Negotiates and influences others in a way that builds enables information sharing, collaboration/cooperation and/or achieves buy-in to important goals.</li> <li>• Enables communication links up, down and across the organisation, encouraging constructive debate and ideas across hierarchy, skills sets and stakeholders.</li> <li>• Creates an open, positive work environment that fosters open communication, sharing of information and knowledge, and two-way feedback.</li> <li>• Communicates complex ideas confidently, clearly and adapts communication style effectively to the audience, whilst also listening actively and carefully to the views of others.</li> </ul>
Fostering Relationships and Engaging Others	<ul style="list-style-type: none"> <li>• Recognises the opportunities potentially available to enabling the organisation's continued success through partnerships with others and seeks to realise them.</li> <li>• Develops networks and strategic alliances that enable collaboration and achievement of common, mutually beneficial goals.</li> <li>• Acts as the effective interface as needed between St John NT, other organisations and key external stakeholders, effectively understanding their needs and expectations.</li> <li>• Develops and implements effective engagement strategies and political savvy with key stakeholders.</li> </ul>
Modelling Professionalism and Personal Drive	<ul style="list-style-type: none"> <li>• Models consistently the organisation's values, operating with integrity and respect in their leadership, decision making and interactions with others.</li> </ul>

	<ul style="list-style-type: none"> <li>Actively promotes and embeds the values into the culture of the organisation, building a culture that recognises values-based action and addresses breaches in a timely manner.</li> <li>Develops and promotes a safe, healthy and respectful workplace, free of discrimination and discrimination.</li> <li>Is self-aware and sensitive to the perspectives and concerns of others, engaging in regular self-reflection and acting on feedback.</li> <li>Deals effectively with pressure, remaining optimistic and open minded, and adapting to changing conditions or unexpected obstacles so that a focus on organisational objectives is maintained.</li> </ul>
Licences, Cards and Certificates	<ul style="list-style-type: none"> <li>National Police clearance or be willing to obtain one.</li> <li>Current Ochre Card (Working with Children) or willing to obtain one.</li> </ul>

### Selection Criteria

Qualifications	<ul style="list-style-type: none"> <li>Undergraduate and post graduate qualifications in a relevant field such as Business Administration would be highly regarded.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Proven successful experience in providing strategic leadership for a complex organisation.</li> <li>Experience in an emergency services environment and/or the community sector or a volunteer organisation would be highly regarded.</li> </ul>
Technical/ Professional knowledge	<ul style="list-style-type: none"> <li>Demonstrated contemporary knowledge of the full breadth of strategic and operational management including change management, along with an evidenced ability to translate this into good practice in an organisation.</li> </ul>

### Additional Information

Requirements	<ul style="list-style-type: none"> <li>Pre-employment medical is required prior to commencement.</li> <li>At times of peak work demand, may be asked to participate in some after-hours work or flexible working hours including requirement to work on weekends and after hours.</li> <li>Interstate/intrastate travel will be required, including to remote areas.</li> <li>Assume the lead role in emergency and disaster management preparedness and response.</li> </ul>
--------------	---

<b>Approvals / Sign Off</b>
-----------------------------

I have read and understood this position description and in signing this document agree that I am capable of fulfilling all of the requirements of this position prescribed in this document.

**Employee**

Printed Name:

---

Signature:

---

Date

---

**Line Manager**

Printed Name:

---

Signature:

---

Date

---

**HR Representative**

Printed Name:

---

Signature:

---

Date

---

## Living & Working in Darwin, Northern Territory

The Territory offers a dynamic and progressive environment yet has a relaxed and friendly pace. In The Territory, you will find more than 100 nationalities who happily share their cultures. Find out more about life in The Territory.

### LIFESTYLE

In The Territory, they enjoy an enviable laidback lifestyle with amazing weather, excellent career opportunities, short commutes, spectacular displays of outback starry skies, and colourful tropical sunsets with friendly and inclusive people. They have an amazing community spirit, welcoming newcomers with boundless enthusiasm. Many people in the Territory have moved here from somewhere else, so it's an easy place to meet people and make new friends.

### WEATHER AND SEASONS

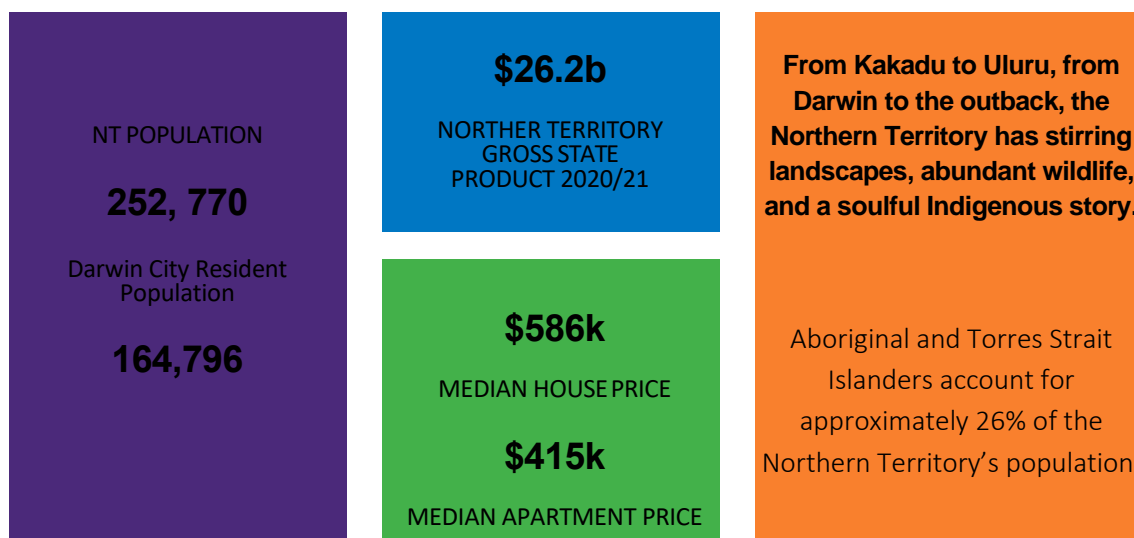
Central Australia, also known as the Alice Springs region, has a desert climate. The average maximum temperature between October and March is around 35°C during the day. The average minimum is around 20°C. During winter months the average maximum is around 25°C, dropping toward 0°C overnight.

The northern part of the Territory, including Darwin, has a tropical monsoonal climate. There is a dry season and a wet season. The dry season runs from May to October. In the dry, the days are sunny and the evenings are cool. The humidity is low with an average daily temperature around 32°C. Between November and April is the wet season and the time when spectacular thunderstorms fill the sky. The humidity rises as high as 98%. The temperature can hit 39°C inland. The wet season is sometimes called the green season. You will experience beautiful balmy evenings, spectacular lightning displays with cooling tropical rainstorms.

### MULTICULTURALISM

The Northern Territory (NT) is one of Australia's most culturally diverse places. There are over 100 nationalities and around 140 social, cultural and religious organisations. Immigrants have contributed enormously to the NT's economy and culture. Religious freedom and mutual respect are an integral part of the NT's shared culture.

## Northern Territory & Darwin, Fast Facts



## Contact Information

For a confidential discussion regarding the Chief Executive Officer position, please contact VUCA Senior Associate, Mr Paul Bell on 0412 552 302 during business hours.

Applications, including your current CV and a letter of introduction are to be forwarded in Word format to [ceosjnt@vuca.com.au](mailto:ceosjnt@vuca.com.au).

*Applications close 5pm Friday 21<sup>st</sup> October 2022.*

## Important Information

Please note that VUCA Trusted Advisors believes that while the information contained in this document is true to the best of the Company's knowledge at the time of writing, such information may change without notice. Further, the information herein is the property of the Company and must not be published or attributed unless explicitly agreed.