

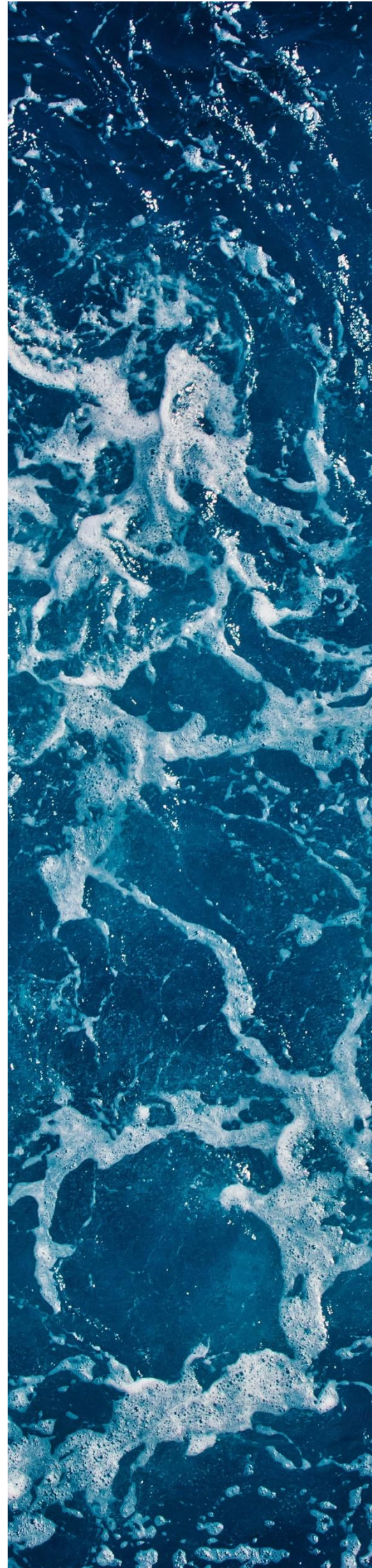
# **WATERMARK SEARCH INTERNATIONAL CANDIDATE BRIEF**

**Executive Director, Children, Youth and  
Family NSW  
Life Without Barriers**

March 2025

**LIFE  
WITHOUT  
BARRIERS**

Presented by Watermark Search International.  
Trusted for over 40 years, focused on the future.



# About Life Without Barriers

Every day, Life Without Barriers provides support and care to children and young people, as we work collaboratively with families, carers, and communities, to ensure they have the environment they deserve to grow. With a focus on ensuring safety and respect, this is an opportunity to make a positive and meaningful difference in these young lives and help pave a brighter future.

Life Without Barriers is a leading social purpose organisation of 8,000 employees working in more than 500 communities across Australia. We support children, young people and families, people with disability, older people and people with mental illness. We work with people who are homeless and refugees and asylum seekers. Join a community of people dedicated to breaking down barriers.

For more information, please visit <https://www.lwb.org.au/>.

## About the Role

Reporting to the Deputy Chief Executive – Child Youth and Family, the Executive Director will lead a large team of passionate and committed child, youth and family service professionals across metro, regional and remote NSW. You will encourage and model collaboration amongst teams and regions to deliver high quality services that meet the safety, wellbeing and permanency goals of children and young people, ensuring service integrity and consistency.

You will lead LWB's strategic agenda in NSW including establishing partnerships, identifying new opportunities, leading on growth and supporting LWB's partnership aspirations with SNAICC to see all Aboriginal children supported by Aboriginal Community Controlled organisations within ten years. You will partner with a range of internal and external stakeholders to implement organisational programs and initiatives, responding to changes in the external environment and adapting internally to meet LWB's Purpose Values and strategic objectives.

This is a permanent full-time position with flexibility to work from Sydney or Newcastle and/or home. There will be a degree of state based and interstate travel required. You will also work collaboratively with your peers across the country, and the Child Youth and Family Senior Leadership Team to ensure we are delivering outcomes for children and young people across the country.

To succeed in this senior leadership role, you will bring:

- **People leadership:** Proven track record as a senior leader with strategic and operational experience at scale in a complex, evolving environment with multi-disciplinary teams in the community services sector. The ability to inspire and lead a large team of individuals across a geographically dispersed area.
- **Relationship building:** Show your experience building strong, enduring relationships at a senior level both internally and externally (including with government agencies, accrediting bodies and NGOs) and your ability to influence to ensure the right outcomes.

- **Communication skills:** Outstanding interpersonal, written and verbal communication skills and strong computer and financial literacy.
- **Qualifications:** Have tertiary level qualifications in social work, psychology or related clinical field, or equivalent business management field.

### Benefits

- **Impact:** Join one of Australia's largest and leading social-purpose organisations.
- **Leadership:** A key leadership role in NSW with the opportunity to have impact on a significant number of children, young people and families.
- **Benefits:** Excellent salary packaging benefits and vehicle allowance.

We want to employ people who reflect the diversity of our clients to ensure we can support each client's individual needs and wants. We encourage people of Aboriginal and Torres Strait Islander background and people with disability to apply.

Every day, Life Without Barriers offers support and care to children. We want every one of those children to feel as safe and respected as they should. We Put Children First is our commitment to the safety and wellbeing of children. All staff and carers are required to be a part of this commitment, to recognise the difference between acceptable and unacceptable behaviours and understand the importance of speaking up about child safety concerns.

# POSITION DESCRIPTION

<b>Position Title:</b>	<b>Executive Director – Child, Youth &amp; Family</b>
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## Position Purpose & Scope

<b>Purpose &amp; Objective</b>	<p>The purpose of the Executive Director Child Youth &amp; Family (CYF) role is to lead and manage child, youth and family service delivery for a specified region, ensuring service integrity and consistency in accordance with approved LWB guidelines and processes.</p> <p>The position is required to work with a range of internal and external stakeholders to successfully implement organisational programs and initiatives, driven by both external/sector changes and/or internal changes to improve outcomes for children, overall organisational performance, and to meet Life Without Barriers' Purpose, Values and strategic objectives.</p> <p>The Executive Director will encourage and model collaboration amongst teams and regions to deliver high quality services that meet the safety, wellbeing and permanency goals of children and young people.</p>	
<b>Business Unit</b>	Client Services Child Youth & Family	
<b>Reporting Relationships</b>	<b>Direct Manager</b>	Deputy CE, Child, Youth & Family
	<b>Direct Reports</b>	To be confirmed
<b>Delegated Authority</b>	Level 4- Specific delegations are outlined in the Delegation of Authority Schedule - <a href="#">Delegations (sharepoint.com)</a>	

## Organisation Purpose & Values

<b>Our Purpose</b>	To partner with people to change lives for the better.
<b>Our Values</b>	<p>Our Values state our beliefs. They define our purpose and drive everything we do. Our Values fuel our passion for working with people and by living our Values, we are in a better position to champion opportunities for the people we work with and support.</p> <p>All people engaged by Life Without Barriers are required to uphold our Values of being <i>Responsive, Imaginative, Courageous, Respectful</i> and promoting <i>Relationships</i>.</p>
<b>Our Stance on Child Safety &amp; Wellbeing</b>	Every day, Life Without Barriers offers support and care to children. We want each and every one of those children to feel as safe and respected as they should. We all have a responsibility to make sure their safety comes first – and that they're well cared for, protected from abuse and given the respect they deserve.

## Key Responsibilities

<b>Leadership</b>	<ul style="list-style-type: none"> <li>To role model leadership that demonstrates LWB's Purpose, Values and is aligned to the Leadership Capability Framework.</li> <li>Support the changes required in CYF for specified region to embed nationally-consistent services, policies, procedures and practices.</li> <li>Partner with Executive Directors for CYF and Regional Directors as well as other CYF specialists to support the implementation of reform projects, new programs or initiatives at an operational level.</li> <li>Provide leadership in developing and implementing a culture of service excellence, working to implement and embed strategies needed to bring about lasting improvements across the organisation in CYF services.</li> <li>Monitor, coach, support, motivate and develop team members to enable them to deliver to the best of their ability.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Contribute as a CYF representative on LWB policy, project and processes developments.</li> <li>• Ensure along with Deputy CE CYF that LWB continue to develop and enhance its external leadership relationships and reputation in specified region but work with colleagues to foster greater relationships nationally as appropriate.</li> </ul>
<p><b>Client Services Management</b></p>	<ul style="list-style-type: none"> <li>• Support the management of delivery of CYF services to ensure compliance with LWB policies &amp; processes, the Strategic Plan, business plan and the relevant statutory regulations, funding agreements, contracts and accreditation standards.</li> <li>• Support the implementation of strategic projects across jurisdictions that improve outcomes for children and young people. This may include service delivery structure, program design, business development focus, and other projects that impact on LWB’s delivery of CYF services.</li> <li>• Work with colleagues nationally to support our approach that all services and program activities operate consistently and ethically within the Purpose and Values of Life Without Barriers.</li> <li>• Ensure the effective implementation of LWB endorsed evidence informed practice models and intervention, ensuring program fidelity and practice improvement that promotes safety and wellbeing of children and young people in specified region.</li> <li>• Model and support the implementation of a culture of continuous improvement in CYF programs and service areas, focusing on systems and process that will improve the safety, wellbeing and permanency goals of children and young people in LWB’s care.</li> <li>• Promote regular and ongoing opportunities for feedback on program operations from children, young people, carers and staff.</li> <li>• Hold accountability for financial performance and ensure that service delivery remains true to LWB’s Purpose at the same time improving the effectiveness and reducing waste with the CYF Client Services teams in specified region.</li> <li>• Support the introduction of new technologies, policies and processes that look to reduce the administration burden, improve service integrity and repeatability and support LWB objectives.</li> <li>• In conjunction with key stakeholders, undertake root cause analysis or diagnosis into issues and concerns and connect with relevant business units and/or support services to address and rectify issues.</li> </ul>
<p><b>Stakeholder Management</b></p>	<ul style="list-style-type: none"> <li>• Maintain and develop positive working relationships with key internal and external stakeholders.</li> <li>• Develop and implement business development and growth strategies in accordance with the LWB Strategic Plan and business plans.</li> <li>• Build and maintain reputation in the sector that positively builds LWB’s brand and supports growth.</li> <li>• Ensure that organisational partners are aligned with LWB’s purpose and values</li> <li>• Engage with relevant Managers to ensure effective and efficient services are provided to CYF Services teams in specified region.</li> </ul>

# POSITION DESCRIPTION

<p><b>Governance &amp; Compliance</b></p>	<ul style="list-style-type: none"> <li>• Model and lead the required work environment, culture, systems and processes necessary to implement organisational strategies and governance that produce behaviours and practices which are consistent with the values, work health and safety requirements and practice pillars.</li> <li>• Ensure compliance with operational budgets, including program growth and business development activities</li> <li>• Carry out delegated duties for authorising and reviewing business decisions, resolving complex issues and managing risks</li> <li>• Work within a partnership model to ensure quality service delivery, clinical governance, financial sustainability and responsive human resource development and management.</li> <li>• Identify required interventions to ensure service quality is maintained and enhanced.</li> <li>• Lead a culture of problem-solving activity and innovation requiring in depth understanding of service and policy.</li> </ul>
<p><b>Foster Carer &amp; Residential Care</b></p>	<ul style="list-style-type: none"> <li>• Lead and support LWB's CYF approach to have a well-developed Foster Care model and service delivery approaches that are delivering for the needs of children.</li> <li>• Support the Deputy CE CYF in improving our Foster Care attraction, on boarding and retention of Foster Carers that are aligned to LWB's Purpose and Values.</li> <li>• Provide guidance and support to Deputy CE CYF and Senior Leadership team to ensure that CARE is embedded in LWB CYF residential services</li> </ul>
<p><b>Organisational Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Undertake any and all tasks, projects or duties as requested by manager.</li> <li>• Communicate and act in ways that are consistent with Life Without Barriers Values of <i>Responsive, Imaginative, Courageous, Respectful</i> and <i>Relationships</i></li> <li>• Provide an environment free of abuse, harm and exploitation for people we support</li> <li>• Support and promote the work of Life Without Barriers, maintaining a positive image of the organisation in accordance with the level of position.</li> <li>• Comply with all Life Without Barriers policy, code of conduct, procedures and practices, external funding body requirements and legislation.</li> <li>• Apply and uphold the principles of a respectful, inclusive and diverse workplace, free from discrimination, harassment or bullying</li> <li>• Support and promote a culture where the safety of employees and clients is an integral part of your role and our service delivery</li> <li>• Adhere to organisational and legislative Health, Safety and Environment requirements.</li> <li>• Support the implementation of the LWB Reconciliation Action Plan, and other plans designed to improve diversity and inclusion.</li> </ul>

## Required Knowledge, Skills & Experience

<p><b>Qualifications &amp; Licenses</b></p>	<ul style="list-style-type: none"> <li>• Tertiary level qualifications in social work, psychology or related clinical field or equivalent business management field</li> </ul>
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# POSITION DESCRIPTION

<p><b>Required Experience</b></p>	<ul style="list-style-type: none"> <li>• Demonstrated experience in a similar Leadership level role within the community services sector</li> <li>• Demonstrated experience in successfully managing a geographically dispersed program operations and multi-disciplinary teams in the areas of child protection and out of home care.</li> <li>• Proven experience in building and managing relationships with key stakeholders from government agencies, accrediting bodies and NGOs</li> <li>• Demonstrated behaviours that are aligned to a Child Safe Organisation principles.</li> <li>• Ability to manage large scale service delivery with associated budget, safety, performance and management requirements.</li> </ul>
<p><b>Essential Knowledge &amp; Skills</b></p>	<ul style="list-style-type: none"> <li>• Demonstrated knowledge of community services policy and practice in Australia.</li> <li>• Working knowledge of relevant legislative and regulatory environment for areas of business responsibility.</li> <li>• Strategic thinking, with the ability to drive state-wide and national initiatives that support Life Without Barriers' Purpose and Values and the capacity to plan and prioritise at the strategic level.</li> <li>• Strong leadership skills, with the ability to build a shared understanding of, and commitment to the LWB's Purpose and Values.</li> <li>• Ability to implement state-wide and national business development and growth strategies.</li> <li>• The ability to influence and work collaboratively with a range of stakeholders including peers, employees, external organisations, funding bodies and government agencies and the media.</li> <li>• Excellent written communication skills for the creation of reports, correspondence and other material.</li> <li>• Strong verbal communication skills and presentation ability.</li> <li>• Proficient ability in the use of the Microsoft Office suite of programs</li> </ul>

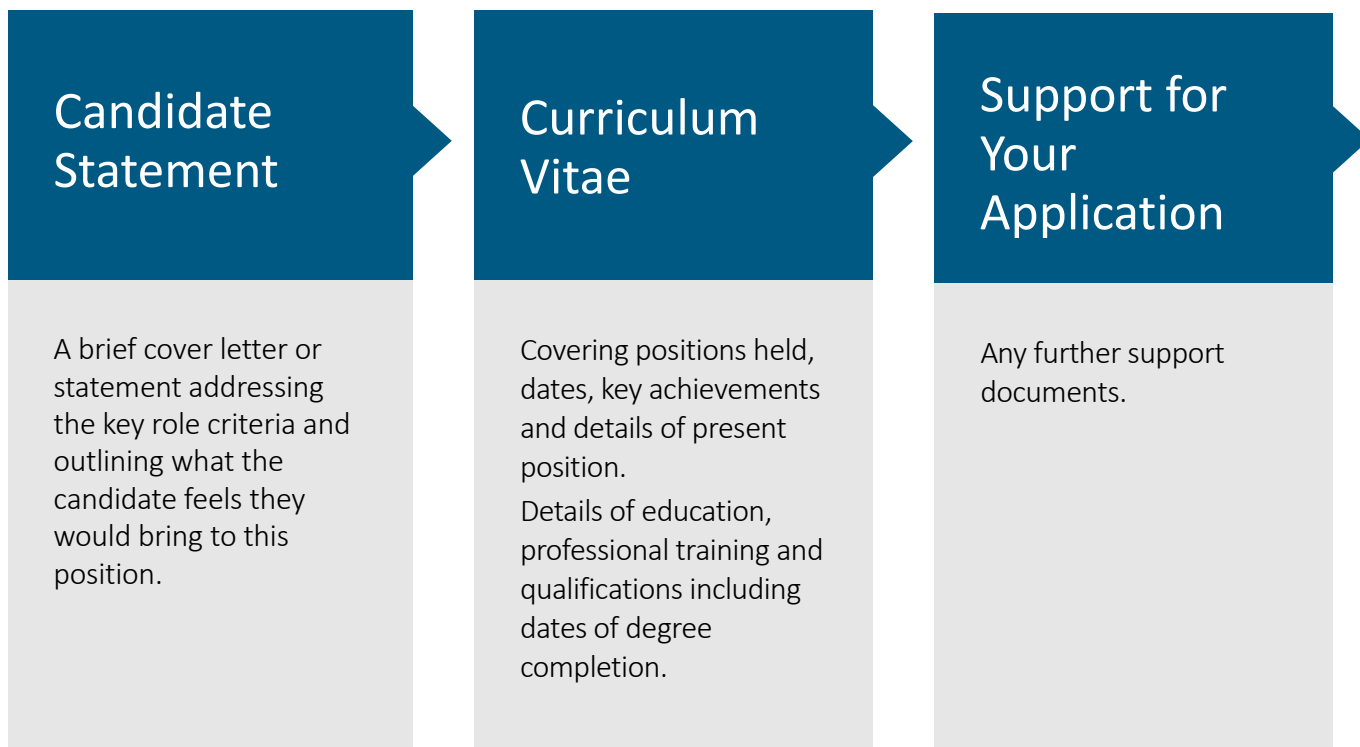
## Additional Requirements & Conditions

<p><b>Probity Requirements</b></p>	<p>All positions within Life Without Barriers will be required to undergo probity checks including criminal record checks and working with children checks (where relevant to the position) and as outlined in their Contract of Employment.</p>
<p><b>Work hours</b></p>	<p>The nature of the position will require the incumbent to work outside the normal span of business hours.</p>
<p><b>Travel</b></p>	<p>The nature of this position will require the incumbent to undertake domestic travel from time to time to attend scheduled events and meetings and other Life Without Barriers work locations in order to discharge the responsibilities of the position.</p>

# How to Apply

An executive search is being undertaken by Watermark alongside the public advertisement.

Applications for the position will need to include the following:



For a confidential discussion please call Alison Myatt or Claire Crawford of Watermark Search International who are leading the search on behalf of Life Without Barriers.

**Claire Crawford**  
Partner, Executive Search  
02 9233 1200

**Alison Myatt**  
Head of Research  
0412 630 817

**Georgina Southwell**  
Project Administrator  
02 9239 1223

Please send your application quoting **Ref No A005868** to Watermark Search International at [search@watermarksearch.com.au](mailto:search@watermarksearch.com.au). We will reply to the email address used for your application.

**Closing date:** Monday 17 March 2025 at 11.59pm AEDT



# Candidate Care



At Watermark, we recognise we have a duty of care to both our clients and the candidates. As an ambassador for Life Without Barriers, we recognise how important our role is in representing your brand, we take this responsibility seriously and treat successful and unsuccessful applicants with the same level of respect:

- All candidates filtered out before an initial interview are advised in writing.
- Candidates sourced by Watermark are called and given feedback on their performance throughout the selection process; this includes feedback about their experience, knowledge, capabilities and fit for the organisation as well as feedback about their interviewing and presentation techniques.
- Candidates who proceed to client interviews are debriefed and receive feedback either face-to-face or over the phone; this includes feedback as outlined above, plus specific feedback from any notes taken during the interview. We also provide feedback on areas for development such as interview skills, professional development and career guidance.

# Candidate Charter



We respect our candidates as individuals and value them as an integral asset to our business. Our focus is on understanding their talents and aspirations and matching them to the right role and organisation. Whether we approach you about a specific role or you contact us to explore opportunities, we want you to experience our commitment to providing a seamlessly professional, constructive, integrity driven service where we care about our engagement with you.

[Association of Executive Search Consultants](#) (AESC) members and their people are guided by a Code of Professional Conduct and Professional Practice Standards.

The AESC Code of Professional Conduct is summarised through these critical values:

- **Ethics & Integrity**
  - We put integrity above all else
- **Excellence**
  - Excellence guides the work we do
- **Objectivity**
  - We exercise independent, objective judgement
- **Diversity & Inclusion**
  - We know the power of diverse talent and inclusive cultures
- **Confidentiality**
  - We safeguard any confidential information entrusted to us

To read the full AESC Code of Professional Conduct, please [click here](#).

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If ever you feel we have not lived up to this Code of Professional Conduct, please tell us. We want to know. Email our Managing Partner at [David.Evans@watermarksearch.com.au](mailto:David.Evans@watermarksearch.com.au)

## Contact Us

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