**Kyeema Support Services - CEO & Manager Capability Framework**

| Capability | Summary | CEO | Manager |
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| Leadership | Manages the development, implementation and evaluation of organisational performance, goals, and objectives, with an influential and effective approach. | 1. Demonstrates a highly effective strategic and commercial approach linked to operational plans | Demonstrates a strategic and commercial approach to driving relevant business area |
| 1. Leads and advocates with respect, integrity and transparency. | Leads and advocates with respect, integrity and transparency |
| 1. Embraces and drives the Vision and Values | Embraces and helps to drive the vision and values within own business area |
| 1. Contributes strongly in a leadership capacity to the disability sector in the South West Region |  |
| Participant Focus | Maintains and develops quality services and programs for participants that are relevant, safe, accessible and highly regarded. | 1. Demonstrates an excellent understanding of the disability sector and the issues impacting Kyeema | Demonstrates an excellent understanding of the disability sector and the issues impacting the relevant business area |
| 1. Ensures quality services and programs are provided across the organization | Ensures quality services and products in relevant business area |
|  | 1. Identifies opportunities for improvement and challenges the status quo | Identifies opportunities for improvement and challenges the status quo in relevant business area |
|  | 1. Ensures all operations are delivered within Kyeema’s high standards of integrity, care and compassion | Ensures the delivery of relevant products and services with integrity, care and compassion |
| Stakeholder Management | Establishes and maintains critical relationships, with highly capable interpersonal and negotiation skills to all key stakeholders. | 1. Achieves successful community engagements and partnerships that promote Kyeema’s reputation | Achieves successful community engagements and partnerships within own work area |
| 1. Develops positive relationships with all government, disability, employment and funding organisations | Develops positive relationships with key stakeholders in relevant business area |
| 1. Builds strong links with the carer community to ensure quality feedback | Builds links with families and carers of participants |
| Technical Excellence | Ensures the strategic and ethical alignment of practices, methods and procedures with the relevant organisational policies and legislation. | 1. Works collaboratively with the Board to plan and generate strategic ideas, evaluating and promoting creative outcomes | Works with CEO and other managers to generate strategic ideas and carry them out |
| 1. Demonstrates a highly proactive approach towards risk management and mitigation | Proactively manages the various risk areas, particularly participant and worker safety. |
| 1. Meets all governance, administration and compliance obligations and procedures required across all agencies | Understands and adheres to practice standards.  Complies with all obligations. |
|  | 1. Demonstrates excellent knowledge of the disability sector. | Demonstrates excellent knowledge of the disability sector and willingness to continue learning |
| Business Management | Facilitates provision of accurate and up to date business and financial reporting and ensures effective financial management of the organisation’s resources. | 1. Ensures the business operates successfully to deliver an annual surplus | Ensure business area operates in a financially responsible manner |
| 1. Identifies and actions business opportunities that align with Kyeema’s vision | Identifies business development opportunities and in discussion with CEO and leadership team progresses these. |
| 1. Ensures effective accounting procedures and financial management, including positive audits | Follow Kyeema’s financial management procedures |
| 1. Provides proficient financial reports to the Board, supported by performance indicators, spreadsheets, budget outcomes and achieved targets | Follow invoicing, receipting and money-handling procedures. |
| People & Talent | Builder of a productive, engaged people oriented business with strong systems and performance goals | 1. Manages and utilizes talent effectively to build a high performing culture for now and the future | Manages and utilizes talent effectively to build a positive and productive workplace in relevant business area |
| 1. Leads an engaged and effective workforce with appropriate structures and systems | Creates and adds to a positive team environment |
| 1. Ensures the profile of Kyeema as an employer of choice | Contributes to the profile of Kyeema as an employer of choice |
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| Key Objectives for 202x | Oversees key projects not listed above and ensures their delivery. |  |  |
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