



<b>POSITION</b>	<b>Executive Manager Client Services</b>	<b>STATUS</b>	Full time & Part Time
<b>REPORTS TO</b>	Chief Executive Officer	<b>LOCATION</b>	Cheltenham

**BETTER PLACE AUSTRALIA**

Better Place Australia has a vision of *“An Australia where all people experience positive relationships, truly value each other and live safer, more fulfilling lives”*. Our purpose is *“To empower people to become more resilient and experience improved wellbeing to better determine their futures”*.

Our organisational values are at the forefront of all interactions with our employees, our clients and our stakeholders.

We are:

- Creative
- Caring
- Welcoming
- Responsive; and
- Thriving

As a community focused ‘for-purpose’ organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across Victoria.

**PURPOSE OF ROLE**

The Executive Manager Client Services provides strategic and operational leadership across Better Place Australia’s direct client service functions, ensuring accessible, high quality, and person-centred services, supporting BPA’s goal of a sector-leading service delivery model that values client experience, measurable outcomes, and financial sustainability.

The role is responsible for the effective delivery, integration, and growth of services including family dispute resolution, mental health and financial counselling, older persons services, children’s contact services and client intake. As a member of the Executive Leadership Team, the role contributes to organisational strategy, service sustainability, and the progression of funding opportunities aligned with community need and organisational capability.

**WORK PERFORMED**

The role oversees a diverse portfolio of client facing services, leading managers and teams to deliver safe, effective, and compliant services that respond to individual, family, and community needs.

Working closely with the CEO, Executive colleagues, funders, and service partners, the Executive Manager Client Services ensures service models remain responsive, evidence-informed, and aligned with funding, contractual, and regulatory requirements.

The role requires strong leadership, systems thinking, and a deep understanding of human services delivery in complex and changing environments.

**Responsibilities:**  
**Service Leadership and Delivery**

- Provide strategic and operational leadership across all client service streams, ensuring alignment with organisational purpose, values, and strategic priorities.
- Ensure services are delivered in a person-centred, culturally safe, trauma-informed, and recovery-oriented manner.
- Maintain oversight of service quality, performance, accessibility, and outcomes.

#### **Family Dispute Resolution and Children's Contact Services**

- Oversee the delivery of family dispute resolution services in line with legislative, accreditation, and funding requirements.
- Ensure practice frameworks support safety, child-focused outcomes, and inclusive engagement of families and diverse communities.

#### **Mental Health and Financial Counselling Services**

- Lead mental health counselling and financial counselling services to provide integrated, holistic support to individuals and families experiencing distress or disadvantage.
- Ensure services align with best practice, funding guidelines, and ethical standards, and support positive client outcomes.

#### **Older Persons Services**

- Oversee services supporting older people, including wellbeing, independence, and safety initiatives.
- Ensure services respond to the needs of ageing communities and align with relevant policy, funding, and safeguarding requirements.

#### **Client Intake and Customer Service**

- Provide oversight of intake and customer service, to ensure welcoming, efficient, and equitable access to services.
- Ensure intake systems prioritise responsiveness, appropriate assessment, referral, and client engagement across service streams.

#### **Service Performance and Continuous Improvement**

- Manage funding body reporting obligations to ensure compliance with funding agreements, reduce organisational risk, and support the ongoing sustainability of funded programs.
- Monitor service demand, capacity, outcomes, and performance against indicators and contractual requirements.
- Drive continuous improvement initiatives using data, feedback, and service insights.
- Contribute to organisational quality and clinical governance processes.

#### **Funding Opportunities and Service Growth**

- Identify, progress, and support funding and growth opportunities aligned with organisational strengths and community need.
- Contribute service expertise to funding submissions, business cases, and service development proposals.
- Support implementation and mobilisation of new services and funding where approved.

#### **Stakeholder Engagement and Partnerships**

- Build and maintain strong relationships with funders, referrers, partner organisations, and service networks.
- Represent the organisation in relevant sector forums, alliances, and community partnerships.
- Support integrated service pathways and collaborative responses.

#### **Leadership and Workforce Support**

- Lead, mentor, and support senior client services leaders and managers.
- Foster a culture of accountability, learning, wellbeing, and professional excellence across service teams.
- Collaborate with People and Culture to strengthen workforce capability and sustainability.

#### **Other**

- Other duties assigned and which are consistent with the scope of the position.

### **REQUIRED KNOWLEDGE AND EXPERIENCE**

**Essential:**

- Tertiary qualifications in social work, psychology, counselling, community services, health management, or a related discipline.
- Significant senior leadership experience in client services delivery within not-for-profit, community health, mental health, family services, or human services environments.
- Demonstrated experience overseeing complex service portfolios, including counselling, family support, or aged services.
- Strong understanding of service delivery frameworks, funding agreements, and compliance requirements in the Australian and Victorian human services sector.
- Proven ability to lead multidisciplinary teams, manage service performance, and drive service improvement.
- High-level interpersonal and communication skills, with experience working with Executives, Boards, funders, and external stakeholders.

**Desirable:**

- Experience with family dispute resolution, mental health, financial counselling, or older persons policy and practice environments.
- Experience contributing to funding growth, service expansion, or commissioning processes.
- Familiarity with trauma-informed, family-centred, and culturally responsive service models.

**RISK SCREENING**

- Current Victorian driver's license and access to own transport
- Current satisfactory National Police check
- Working with Children Check (Victoria)

**KEY RELATIONSHIPS / INTERACTIONS**

Internal

- Administration Coordinators
- Operational Staff
- Program Coordinators
- Executive Team
- CEO
- Board Members

External

- Clients and their family members
- External partners

**GENERAL INFORMATION**

Better Place Australia is a for purpose organisation, providing services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. At BPA, we all have a shared responsibility for supporting a culture of inclusivity and diversity. Our organisation is committed to child safety, and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.