



Position Description

Job Title	Chief Mission Delivery
Reports to	Group Chief Executive Officer
Department	Executive
Direct/Indirect Reports	2+
Date Revised	July 2026

Position Summary

The Chief Mission Delivery is a key strategic executive role responsible for leading an integrated mission delivery portfolio across St Vincent de Paul Society Victoria (SVDPV), VincentCare Victoria (VCV) and related Group service environments. The role is central to operationalising the Group Strategic Plan and the Project Elevate future-state operating model by strengthening alignment between mission, service delivery, member support, specialist services and community impact.

The role provides executive leadership for Membership Support, Special Works and Specialist Services, ensuring services are coordinated, mission centred, person centred and responsive to the needs of clients, companions, members, volunteers and communities. The role is responsible for reducing operational silos, clarifying accountability and strengthening service integration across SVDPV and VCV.

The Chief Mission Delivery will work closely with the various Boards, State Council, Group CEO and Executive Leadership Team to develop, implement, monitor and report on portfolio priorities, service outcomes, risks, opportunities and improvement initiatives.

The role will focus on strengthening mission aligned service delivery, improving consistency of practice, supporting member and volunteer connection, enhancing client and companion outcomes, and ensuring services are delivered safely, ethically, sustainably and in accordance with organisational values, policy, funding and regulatory obligations.

This role will foster and enable excellent support to members, volunteers and employees to be effective in their responses to the most disadvantaged in our communities.

Position Key Responsibilities & Deliverables

Strategic Mission Leadership

- Lead the development and implementation of mission delivery priorities, portfolio plans and service improvement activity aligned to the Group Strategic Plan, Project Elevate and approved organisational priorities.
- Operationalise an integrated mission delivery model across SVDPV and VCV, ensuring the portfolio is structured to deliver clearer accountability, stronger collaboration and improved community impact.
- Ensure mission, member and volunteer engagement, client and

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Position Key Responsibilities & Deliverables	
	companion outcomes, and community need are central to portfolio decision making and service design. • Provide strategic advice to the Group CEO, Boards, State Council and Executive Leadership Team on mission delivery performance, risks, opportunities and emerging sector issues. • Lead planning and implementation activity that reduces silos, improves role clarity and strengthens organisational resilience across mission delivery services.
Integrated Service Delivery and Client/Companion Outcomes	• Provide executive oversight of high quality, integrated service delivery across Membership Support, Special Works and Specialist Services. • Strengthen pathways, referrals and collaboration across services to improve access, continuity and outcomes for clients, companions and communities. • Promote service models that are person centred, client and companion informed, culturally safe, trauma informed and consistent with the organisation's mission and values. • Monitor service demand, service continuity, performance, quality indicators and community impact, ensuring issues are identified and addressed in a timely and practical manner. • Balance local responsiveness and flexibility with appropriate Group standards, reporting, quality expectations and accountability.
Membership Support and Special Works	• Provide executive leadership for Membership Support and Special Works, including services and programs such as Soup Vans, Education Programs, NILS and other mission aligned community responses as applicable. • Support clear operating arrangements between members, volunteers, employees and service leaders to enable safe, consistent and mission aligned service delivery. • Partner with the Chief People Officer portfolio in relation to membership and volunteer engagement, support, capability, culture and experience. • Promote strong collaboration between conferences, regions, members, volunteers, employees and community partners to strengthen community reach and impact. • Ensure member and volunteer contribution is respected, supported and connected to the broader mission and service delivery model.
Specialist Services and Sector Partnerships	• Provide executive leadership for Specialist Services within VCV, ensuring strong alignment with the broader Group mission delivery model and community service priorities. • Develop and maintain effective relationships with government, funding bodies, service partners, sector peak bodies, community organisations and other relevant stakeholders.

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Position Key Responsibilities & Deliverables	
	- Identify and progress opportunities for service improvement, innovation, partnership, reform response and growth where aligned to mission, strategy, funding and community need. - Represent the organisation in relevant sector forums, discussions and stakeholder engagements as required by the Group CEO. - Work collaboratively with other executive portfolios to ensure mission delivery priorities are supported by strong corporate, people, legal, risk, quality, commercial and financial capability.
Governance, Performance and Reporting	- Translate strategic priorities into clear portfolio plans, deliverables, performance measures and reporting arrangements. - Prepare and present clear, accurate and meaningful reports for the Group CEO, Boards, State Council, Executive Leadership Team and other governance forums as required. - Use service data, quality insights, community feedback and operational reporting to identify trends, risks, opportunities and areas requiring intervention or improvement. - Ensure portfolio activity operates within approved delegations, budgets, policies, funding arrangements and governance requirements. - Contribute to Group governance, planning, enterprise reporting and assurance processes in a manner that supports informed decision making and accountability.
Financial Sustainability and Resource Management	- Lead financially responsible and sustainable portfolio planning, budget management and resource allocation across mission delivery services. - Partner with the Chief Financial Officer and relevant executive colleagues to monitor financial performance, funding requirements, cost pressures and investment priorities. - Support funding submissions, service planning and business cases where they relate to mission delivery, service sustainability or community impact. - Ensure resources are deployed effectively, equitably and in alignment with service demand, organisational priorities and approved budgets. - Identify and escalate material financial, operational or service delivery risks, including risks relating to funding continuity, workforce capacity or service sustainability.
Compliance, Risk, Quality and Safeguarding	- Ensure all work undertaken within the portfolio complies with organisational values, policies, procedures, codes of conduct, funding obligations, delegations and legislative or regulatory requirements. - Partner with the Chief Legal and Risk Officer portfolio to support Group quality, safeguarding, risk, compliance and assurance frameworks across mission delivery services.

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Position Key Responsibilities & Deliverables

	• Ensure child safety, safeguarding, privacy, work health and safety, equal opportunity, diversity and inclusion obligations are understood and embedded in portfolio practice. • Identify, manage and escalate portfolio risks, incidents, compliance issues and quality concerns in accordance with organisational policy and governance requirements. • Participate in audits, reviews and continuous improvement activity, ensuring agreed actions are implemented and monitored.
People leadership	• Provide strategic leadership at executive level as a member of the Executive Leadership Team. • Lead, coach and develop direct reports and portfolio leaders, ensuring clear priorities, strong capability, accountability and high quality service delivery. • Build leadership capability, succession depth and collaborative ways of working across the mission delivery portfolio. • Effectively lead and manage change processes impacting the portfolio, with a focus on business continuity, workforce stability, engagement and respectful consultation. • Role model the organisation's values and behavioural expectations, promoting a positive work environment that values trust, accountability, inclusion, service excellence and continuous improvement.
Reputational, financial and risk management	• Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society's values are incorporated into all aspects of the role. • Build trusted relationships with clients, companions, members, volunteers, employees, leaders, government, partners and community stakeholders. • Support a culture of service excellence, practical problem solving, ethical decision making, respect, collaboration and community impact. • Practice appropriate discretion and maintain confidentiality in dealing with sensitive, personal, operational or organisational information. • Actively contribute to organisational culture, strategic leadership and continuous improvement across the Group.
THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.	

Core Competencies

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Business Acumen	Applies knowledge of the business and the industry to advance the organisation's goals.
Inspires Others	Creates a climate where people are motivated to do their best to help the organisation achieve its objectives.
Service Excellence	Builds strong client relationships and delivers client-centric solutions. Seeks ways to improve outcomes for clients as consistent with SVDPV's Mission, Vision and Values
Professionalism	Gains the confidence and trust of others through honesty, integrity, and authenticity.
Inclusion	Interacts with all stakeholders in ways that demonstrate respect of social and cultural differences, and a commitment to challenging attendant social inequities.
Key Selection Criteria	
Qualifications	- Relevant tertiary qualification in Social Work, Community Services, Human Services, Social Science, Public Policy, Business, Management, Theology, Mission, or a related discipline, or equivalent senior leadership experience. - Post graduate qualifications in business, leadership, governance, public policy, social impact, community services or a related discipline are advantageous. - Senior executive leadership experience working with Boards, a CEO, State Council or equivalent governance bodies and Executive Leadership Teams.
Experience	- Demonstrated senior executive leadership experience in a complex, mission led, community services, not for profit, membership based or volunteer involving organisation. - Demonstrated experience leading integrated service delivery across multiple programs, functions, entities, regions or stakeholder groups. - Experience leading services that support vulnerable communities, clients, companions, members, volunteers and/or specialist service cohorts. - Experience developing and implementing strategic and operational plans, service models, performance frameworks and continuous improvement initiatives. - Experience managing significant teams, budgets, service obligations, governance reporting, funding requirements and organisational risk. - Demonstrated experience leading change, improving role clarity, reducing operational silos and strengthening accountability in complex organisational environments. - Experience building strong relationships with Boards, State Council or equivalent governance bodies, government, funders, service partners, community stakeholders, employees, members and volunteers.
Knowledge	- Strong understanding of mission led service delivery, Catholic ethos, social justice principles and the role of members, volunteers and employees in delivering community impact. - Knowledge of contemporary community services, specialist

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	services, homelessness, crisis response, financial inclusion, volunteer involving services and/or related social support environments. • Sound understanding of governance, risk, compliance, quality, safeguarding, child safety, privacy, work health and safety and funding obligations relevant to community service delivery. • Understanding of strategy execution, operating model design, service integration, workforce capability, stakeholder engagement and performance reporting in complex organisations. • Appreciation of the not for profit sector, government funding environment, advocacy landscape and the importance of sustainable service models.
Skills	• Exceptional executive leadership, interpersonal and stakeholder engagement skills, with the ability to influence across Boards, State Council, executives, members, volunteers, employees, government and community partners. • Strategic thinker with strong analytical capability and the ability to translate strategy into clear plans, priorities, deliverables and measurable outcomes. • Excellent communication and presentation skills, including the ability to prepare clear, credible and practical reports, Board papers, briefings and recommendations. • Strong change leadership skills, with the ability to lead people through complexity, ambiguity and transition in a respectful and values aligned manner. • Well developed financial and commercial judgement, including the ability to understand budgets, funding arrangements, resource allocation and service sustainability considerations. • Sound judgement, discretion and emotional intelligence when managing sensitive, confidential, reputational or complex stakeholder matters. • A strong commitment to service excellence, inclusion, continuous improvement, community impact and positive client, companion, member, volunteer and employee experience.

Other Key Job Requirements	
Police Check	Renewed Every 5 Years
Working with Children Check	Renewed Every 5 Years

Wellbeing, Health & Safety

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Child Safety Statement

St Vincent de Paul Society is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the centre of all that we do and every decision we make.

We have zero tolerance for child abuse or neglect of child safety

We are committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect them. This includes but is not limited to the cultural safety of

Acknowledgement of Country



Aboriginal & Torres Strait Islander children, children from diverse cultural, linguistic, and/or religious backgrounds, children who identify as LGBTQI+, and children with a disability.

Whilst all St Vincent de Paul programs and activities may not involve regular contact with children by SVDP Representatives, it is the decision of St Vincent de Paul State Council that all St Vincent de Paul programs and activities will be subject to the Child Safety Policy.

Diversity and Inclusion

We are committed to the principles of social justice and aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation or religion.



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