



ROLE:

Position:	Chief Executive Officer	
Reports to:	VESA Board	
Senior Leadership:	Yes	
Location:	Port Vila	
Direct Reports:	Operations Manager Clinical Manager Office Manager Rescue Team Leader	
Functional Relationships:	Internal	External
	All VESA Staff	Union Donors & Sponsors Suppliers Ministries/Govt Departments Other NGOs

PURPOSE:

The Chief Executive Officer is responsible for leading the development and implementation of the strategic plan and supporting a healthy culture to ensure the delivery of VESA's vision and mission. This role is required to support and lead the organisation into a period of sustainable growth by identifying and implementing new strategic, service and funding opportunities.

The Chief Executive Officer has responsibility for the overall management of the operation of the organisation and for supporting and promoting strategic development and growth. The role works closely with the Board, serving as the leader of the operations of VESA and the link between the different services, its employees and other key stakeholders (including funders, donors and sponsors).

KEY ACCOUNTABILITIES:

KEY ACCOUNTABILITIES	PERFORMANCE OUTCOMES
<p>Leadership</p> <ul style="list-style-type: none"> • Provide leadership and vision in positioning VESA to take advantage of any changes or advancements in ambulance, health or rescue services. • Review the strategic direction and recommend strategies and plans for board approval. • Implement and support strong corporate governance systems to enhance decision making, risk management and accountability throughout the organisation. • Create an enabling work environment by embedding True's values into the culture. • Lead and exemplify a healthy and safe working environment, modelling and promoting ethical behaviour and practices. • Lead and exemplify compliance with VESA's policies and procedures 	<ul style="list-style-type: none"> • VESA is recognised as a leader in adopting innovative technologies and service delivery models within the sector. • Industry trends and developments are regularly reported to the board with recommendations for adaptation or growth. • Strategic planning cycle is completed on schedule with comprehensive analysis, stakeholder input, and clearly defined goals. • Board-approved strategic plans demonstrate alignment with VESA's mission and evolving sector needs. • Quarterly reports demonstrate progress against strategic objectives and KPIs. • Clear decision-making processes and delegations are documented and followed.

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	<ul style="list-style-type: none"> • Leadership development and team-building initiatives reflect and reinforce VESA's core values. • Staff retention and engagement metrics improve year-on-year. • Examples of values-based decision-making are highlighted and celebrated across the organisation. • Internal and external audits report high compliance levels, with corrective actions implemented on time. • All staff have up-to-date access to and understanding of key policies (tracked via training completions or policy acknowledgment rates). • CEO demonstrates accountability and consistency in applying policies, evidenced in leadership reviews and stakeholder feedback. • Regular policy reviews are completed and updated in line with best practice and legislative requirements.
<p>Service management</p> <ul style="list-style-type: none"> • Oversee the general operation of the company to make sure that it aligns with established strategies and plans. • Ensure a focus on evidence-based practice, together with a rigorous approach to evaluation and documentation of programs and outcomes. • Implement and support strong corporate governance systems to enhance decision making, risk management and accountability throughout the organisation. • Ensure all activities are effectively monitored and evaluated for impact and outcomes. • Oversee quality control throughout the organisation, establishing key result areas for each service. 	<ul style="list-style-type: none"> • Core services and initiatives are delivered in alignment with board-approved strategic plans, demonstrated through regular operational reporting and KPI tracking. • All major programs and services incorporate evidence-based methodologies, with documentation of sources and rationale reviewed annually. • An organisation-wide M&E system is implemented, with quarterly reports demonstrating progress, challenges, and outcomes across all service areas. • Each department has defined quality indicators and performance benchmarks, reviewed biannually to ensure service excellence and accountability. • Risk registers, compliance checks, and decision-making protocols are actively used and reported on, with no major governance breaches. • Internal reviews, client feedback, and incident data inform regular service improvements, with at least two organisation-wide enhancements annually. • All programs maintain comprehensive records that demonstrate impact, are audit-ready, and contribute to organisational learning and reporting. • Senior leadership team performance is evaluated annually against strategic and operational goals, with results shared transparently with the board.
<p>Governance and compliance</p> <ul style="list-style-type: none"> • Advise and keep the board informed of all clinical, financial, governance, human resource, risk and other related matters. • Attend appropriate board and subcommittee meetings as required. • Ensure the governance and meeting of all compliance obligations. • Ensure VESA has all appropriate policy, procedures and documentation in place to meet regulatory and 	<ul style="list-style-type: none"> • Timely, accurate, and comprehensive reports are provided to the board covering clinical, financial, governance, HR, and risk matters ahead of scheduled meetings. • All statutory and contractual obligations are tracked and fulfilled, with no material compliance breaches reported during the year. • VESA maintains up-to-date, board-endorsed policies and procedures aligned with legal and sector requirements, reviewed on a rolling annual schedule.

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<p>legislative requirements.</p> <ul style="list-style-type: none"> • Ensure adequate risk management processes. • Ensure accreditation for best practice service delivery is maintained. 	<ul style="list-style-type: none"> • A live organisational risk register is maintained, regularly reviewed, and used to inform strategic decisions and operational planning. • VESA retains all required accreditations, with successful completion of all relevant audits or reviews within prescribed timeframes.
<p>Financial management</p> <ul style="list-style-type: none"> • Ensure sound financial management. • Oversee preparation of the budget. • Oversee the preparation of funding submissions and reporting requirements. • Develop business improvement opportunities. • Provide bi-monthly and annual financial and organisational reports to the board. • Oversee timely and accurate acquittal of funding programs. 	<ul style="list-style-type: none"> • VESA operates within approved budgets, maintains solvency, and demonstrates sound financial stewardship, as confirmed by annual audits. • Annual budgets are prepared collaboratively, align with strategic priorities, and are approved by the board before the start of the financial year. • All financial reports and funding acquittals are accurate, timely, and meet the standards of funders and regulatory bodies. • At least one significant business improvement or cost-efficiency initiative is developed and implemented each year, with measurable impact. • Funders, board members, and partners consistently express confidence in VESA's financial practices, supported by transparent communication and reporting. • Financial resource allocation is regularly reviewed and adjusted to support strategic objectives and service delivery needs.
<p>People management</p> <ul style="list-style-type: none"> • Oversee the human resources function to ensure the overall quality of employee performance and behaviours. • Plan employee succession and future capability required to deliver the strategic plan. • Advance VESA as an 'employer of choice'. 	<ul style="list-style-type: none"> • Regular performance reviews show that 90%+ of staff meet or exceed role expectations, with clear systems for managing underperformance or misconduct. • A documented succession and workforce development plan is reviewed annually, identifying critical roles and future capability needs aligned with the strategic plan. • Staff satisfaction and engagement surveys show improvement year-on-year, with key drivers (e.g. culture, recognition, professional development) actively addressed.
<p>Stakeholder, community and public relations</p> <ul style="list-style-type: none"> • Advocate to government, business, peer organisations and the community to advance the VESA's mission and social impact. • Represent True at forums, public events, and advisory groups and in media activities. • Increase the profile of VESA by monitoring all promotional and media opportunities. • Develop collaborative relationships and networks within government, industry, professional bodies and educational institutions. • Be an active member of applicable groups/forums as determined. 	<ul style="list-style-type: none"> • Demonstrated influence through active advocacy resulting in increased government or sector support, funding, or policy recognition aligned with VESA's mission. • CEO represents VESA at key forums, events, and media engagements • VESA's media and promotional presence increases year-on-year (e.g. media mentions, social media engagement, website traffic), tracked through a communications dashboard. • Collaborative partnerships are established or deepened with at least 3 new or existing stakeholders annually across government, health, and community sectors. • CEO maintains active and recognised participation in relevant local, regional, or national advisory groups, forums, or alliances, contributing to sector leadership.
<p>Professional accountability</p> <ul style="list-style-type: none"> • Use VESA and partner information and resources responsibly and with integrity. • Undertake work in accordance with team standards and VESA policies, protocols, and procedures, including 	<ul style="list-style-type: none"> • All use of VESA and partner resources is transparent, justified, and aligned with organisational policies, with no breaches of integrity or misuse reported. • CEO models and enforces safeguarding principles, ensuring all staff and programs align

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<p>workplace health & safety, risk management, and relevant legislative requirements.</p> <ul style="list-style-type: none"> • Work within the standards and principles of VESA's framework for safeguarding children and vulnerable adults. 	<p>with VESA's safeguarding framework, with zero tolerance for breaches.</p>
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PRIORITISED KEY CHARACTERISTICS:

- Proven effective leader with demonstrated capability in building a safe and inclusive organisational culture.
- Experience at CEO or executive level with excellent communication skills.
- Expertise in Paramedicine is desirable
- The individual has an academic achievement of an MBA
- Strong demonstrated builder of both internal and external relationships.
- Strong financial acumen.
- Experience in risk management to enable organisational success.
- Solid understanding of strategic planning processes.
- Demonstrated success of community engagement, advocacy and influencing processes.

KEY SELECTION CRITERIA:

- A relevant tertiary qualification in human services, business administration or equivalent extensive senior management experience within a complex operating environment.
- Demonstrated experience in developing and effectively implementing organisational and business strategy.
- Demonstrated experience in financial management, change management and people management.
- High-level communication skills, both verbal and written.
- Excellent relationship management and influencing skills.
- Demonstrated experience in leading a specialised and committed workforce to successful outcomes

SIGNATURES

Employee:

Employer:

Signature:

Signature:

Date:

Date:

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