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February 2025

Candidate briefing

TRANSCEND AUSTRALIA LTD

Chief Executive Officer

Role

Title	Chief Executive Officer
Reports to	Board of Directors
Location	Hybrid, flexible
Basis of employment	Executive contract/ Full Time
Span of hours	Business hours and some evening and weekend work as required
Direct Reports	Two (Director of Operations and Director of Communications and Engagement)
Organisation size	Six staff (one based in Queensland)

The organisation

Transcend Australia Ltd (Transcend) supports and advocates for families of trans, non-binary, and gender-diverse (TGDNB) children and young people. A not-for-profit charity, their purpose is to improve and celebrate the lives of TGDNB children and young people and their parents and carers by providing opportunities for peer support, the provision of information and resources and advocating for change to rights-based services and systems.

The first national family support network to be formed in Australia, Transcend has supported thousands of families since 2012 on their journeys. With a small team and a presence in both Victoria and Queensland, Transcend's vision is that TGDNB children and young people are embraced and given every opportunity to thrive and flourish.

Transcend pledges to a "nothing about us without us" approach in all that they do with children and their families and carers as they deliver rights-based services and advocacy that celebrate gender diversity, affirm autonomy, and enhance the protective factors for strong families and young people's health and wellbeing.

The [Transcend Australia Strategic Plan 2024-2028](#) builds on their vision to ensure TGDNB children and young people are thriving and flourishing, living safe and empowered lives free from discrimination. The key focus areas are around support and connection, leadership and influence, partnership and engagement and capacity and growth.

For more information please see:

- <https://transcend.org.au/>
- Services: <https://transcend.org.au/our-services/>
- Transcend's Story: <https://transcend.org.au/about/our-story/>
- Resources: <https://transcend.org.au/resources/>

Background

Transcend Australia was founded in 2012 by Rebekah Robertson OAM as Australia's first national peer support group for parents of TGDNB children. The journey began with a parent support meeting at Rebekah's home, which led to the creation of the Transcend website. In 2019, Transcend transitioned to a Public Company Limited by Guarantee and became a Registered Charity.

The inaugural Board of Directors convened for the first time in February 2020, and current Board Chair, Tara Laursen (she/her), recently stepped into the role in November 2024.

In 2021, Transcend received significant funding from the Victorian Department of Health, allowing the organisation to employ key staff to develop its capacity to meet an increasing need of service expansion in Victoria. In October that year, Jeremy Wiggins (he/him) joined as the inaugural Executive Officer, guiding the organisation's growth from a volunteer-led support group into a nationally funded organisation.

Today, Transcend is proud to reach communities geographically dispersed across Australia, and have staff in both Victoria and Queensland.

After three and a half transformative years as the inaugural Executive Officer, Jeremy Wiggins is stepping down to pursue an executive role at a national youth mental health organisation. So, the Board now seeks a dynamic new CEO to lead Transcend into its next phase.

The role

The Chief Executive Officer provides strategic and operational leadership, management and direction to Transcend ensuring achievement of its purpose and strategic objectives, and works in collaboration with the Board Chair to enable the Board in its governance functions. Key responsibilities include:

- Develop and maintain a dynamic organisation, brand, and workforce where Transcend is recognised as a leader in ensuring TGDNB wellbeing
- Develop, implement, and monitor business strategies and plans ensuring alignment with the organisational strategic plan
- Work closely with the Board to undertake strategic planning and ensuring strong governance and compliance across all activities
- Build trusting and productive relations with Governments, funders, key partners, and stakeholders.

The Chief Executive Officer has **two direct reports**: the Director of Operations and the Director of Communications and Engagement.

- The Director of Operations currently has one report, the Service Coordinator, and will have an additional staff member commencing soon.
- The Director of Communications and Engagement has two reports, the Queensland Program Manager and the Community Engagement Lead.

Location

- The role is hybrid, with workspaces in both Victoria and Brisbane. The Victorian workspace is currently located in a regional area and has flexibility to change locations depending on where staff reside.

The advertisement

CHIEF EXECUTIVE OFFICER, TRANSCEND AUSTRALIA

- **Lead sustained and impactful change**
- **Strengthen and empower families**
- **Deliver high quality services with purpose**

About the organisation

Transcend Australia (Transcend) supports and advocates for families of trans, non-binary, and gender-diverse (TGDNB) children and young people. The organisation delivers rights-based services and advocacy that celebrates gender diversity, affirms autonomy, and enhances the protective factors for strong families and young people's health and wellbeing. Established in 2012 as a peer support group and now a registered charity, the organisation pledges a "nothing about us without us" approach as they work towards a world where TGDNB children and young people are living safe and empowered lives, free from discrimination.

About the role

The Chief Executive Officer (CEO) of Transcend provides visionary leadership, working collaboratively with the Board to shape strategic direction and ensure the organisation's long-term success. Partnering with staff, volunteers and stakeholders, the CEO upholds strong governance, financial sustainability and operational excellence while fostering key relationships with Governments, funders and partners. Leading the implementation of the 2024-2028 Strategic Plan, the CEO strengthens services, advocacy, and collaboration to maximise impact while championing a culture of inclusivity that is embedded across all programs and services.

About you

You are a dynamic, values-driven leader with a deep commitment to advancing the rights and wellbeing of TGDNB communities. With extensive experience in rights-based service delivery and ensuring good clinical governance, you bring a strategic, intersectional approach to leadership and advocacy. Your ability to navigate complex political, social, and cultural landscapes ensures meaningful engagement with stakeholders and sustained, impactful change. Grounded in respect, resilience and lived experience your leadership fosters collaboration, strengthens organisational influence and creates long term benefits for communities. You will relish this unique opportunity to guide Transcend's future and enhance its influence.

To express interest click '**Apply for this job**'. For more information, please see the **Candidate Brief** or email **Lilli Vagnarelli** at lilli.vagnarelli@shk.com.au. Please submit your **CV** (resume) and a **concise cover note** in **Microsoft Word** format. Direct and third-party applications will be forwarded to SHK.



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Position elements

Key Responsibilities and Deliverables

Strategic Leadership

- Deliver and operationalise the strategic plan aligned with the Board's vision and goals
- Develop operational plan and monitoring systems
- Build and maintain strong relationships with key stakeholders, including government, funders, and community partners
- Demonstrate creative and visionary executive leadership to Identify and capitalise on opportunities for growth, continuous improvement, and expansion
- Engage and inspire people to lead and embed a high performing, caring culture of impact while demonstrating strong evidence base and a continuous learning process.

Operational Management

- Develop and maintain operational plan and monitoring systems
- Overall management and coordination of all programs, finances, human resources, quality assurance, risk management and corporate governance
- Develop and manage budgets, financial plans, and performance metrics
- Ensure professional working relationships and collaboration among staff to maximise the impact of activities and sharing of resources
- Demonstrate highly efficient time management, personal ethics, initiative and organisational skills to ensure work is prioritised and deadlines are met
- Maintain a robust risk management framework to identify, assess, and mitigate organisational risks.

Relationship partnership development and stakeholder engagement

- Engagement with, and building positive relationships within, the TGDNB community (including children, young people, and their families to support and inform Transcend Australia's strategic objectives, future planning and advocacy)
- Develop and enhance relationships and collaborative partnerships with key stakeholders including, community organisations both metropolitan and regional, Aboriginal and/or Torres Strait Islander communities, and intersectional experiences.

Funding and strategic partnership development

- Develop national partnerships with other advocacy and peak agencies and government and nongovernment bodies to achieve strategic goals
- Lead and direct strong strategic relationships with Transcend Australia's stakeholders including opinion leaders, community groups and other organisations relevant to the work
- Pursue funding potentials and lead applications for funding and fundraising initiatives.

Financial management and oversight

- Ensure approved budget and performance targets are met and adhered to within delegated authority
- Manage cash flow and financial risk
- Oversee the development and implementation of the annual budget and financial plans.

Staff Management

- Positively influence and contribute to a program and team culture that focuses on meeting Transcend Australia's goals and aspirations

- Create a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, ages, and backgrounds
- Ensure all activities are in line with Transcend Australia's commitment to diversity, inclusion, and participation.

External Relations and Advocacy

- Represent Transcend at sector and industry events and government forums
- Maintain and grow the media profile of Transcend
- Lead in the development and preparation of materials to support the promotion of the organisation
- Work with the Board Chair to respond to media requests and develop public position statements relevant to the strategic objectives of Transcend Australia
- Seek opportunities and lead the development of advocacy campaigns and initiatives, ensuring that advocacy is based on consultation and lived experience of TGDNB children, young people and their families.

**Please note the position description is in development as the role continues to evolve*

Equal Opportunity

Transcend is committed to an environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Transcend is an Equal Employment Opportunity Employer that is committed to inclusion and diversity. We encourage applications from trans and gender diverse people, Aboriginal and Torres Strait Islander people and individuals from all cultural backgrounds. We also provide a safe and supportive workplace for people with disabilities.

Child Safety

Transcend is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and/or Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who are LGBTIQ+.

Experience, skills and style

Experience

- Demonstrated exceptional passion, insights, and experience in working with trans, gender diverse and the nonbinary community
- A strong understanding of, and commitment to, including family and carers into all aspects of Transcend's work
- Demonstrated experience in public speaking, advocacy and fundraising
- Strong project planning and management skills experience
- Demonstrated understanding of, and commitment to, quality diversity and inclusion practice in complex organisations
- Strong track record of initiating and participating in projects at program, organisation, or community level
- Experience in financial management, budget control and reporting
- Demonstrated experience in a similar role
- Experience in leadership and management relevant to the operation of charities or other organisations in the not-for-profit sector
- High level experience in and the capacity to lead the day-to-day decision-making connected with a volunteer-based organisation
- Workplace experience interfacing with multiple levels of community, business, and government
- Experience in business management (desirable).

Skills

- Ability to influence and work collaboratively with a range of stakeholders including the Trans community, peers, employees, external organisations and government agencies
- Excellent high level written and verbal communication skills including demonstrated experience in the preparation of briefing papers, reports, proposals, and grant applications
- High level interpersonal skills.

Knowledge

- Tertiary qualifications in Social Science, Psychology, Human Resources, or other relevant qualifications (desirable).

Other

- Right to work in Australia
- Current valid Driver's License
- Willingness to complete a National Police Record Check
- Current Working With Children Check (Employee).

How To Apply

- Applications are to be submitted online by visiting www.shk.com.au/jobs (preferred), then scroll down to the role. Please submit your **CV (in Microsoft Word format, no more than five pages) and a concise cover note/ letter (no more than one page)**, broadly addressing your proposition for the role
- You are not required to separately address a Key Selection Criteria. Your **CV (résumé)** should demonstrate achievements commensurate with the position description (this is the main document we assess). All documents are to be attached in **Microsoft Word** format
- For more information after reviewing this brief, and ideally after submitting your CV, please contact **Lilli Vagnarelli (she/her), Associate Partner**, via email at lilli.vagnarelli@shk.com.au (quote the role in the subject line), or text or call 0417 947 028, noting that call backs may be out-of-hours in the evening and may take several days (due to being in session during business hours)
- Please note, there is a concurrent search. Selection processes may take some time and may include multiple review stages, panel interviews and meetings. These may be conducted over the next months. Candidates may be contacted by email or phone, including voicemail message, please check your junk mail/filter folder for correspondence
- Direct and third-party applications will be forwarded to SHK
- Referees will only be requested and contact at the time they are required, after initial stages of this process are completed. There may be additional assessments or evaluations required as part of the process
- Probity checks must be completed in full before you can be considered for appointment. There are specific probity requirements for this role, and you may be asked for particular information outside standard details, if this is relevant
- Being considered for appointment **must remain confidential** throughout the process, prior to formal endorsement
- The indicative close date is **5 March 2025**. We encourage candidates to apply early, noting conversations with well-matched candidates may commence well in advance of this date.