

## International Coach Federation Australasia Inc Incorporated on 10 April 2000



### **Jillian Bolger ACC Nominated for Secretary and Board Member**

Jillian Bolger ACC has accepted a nomination for the position of Secretary and Board Member. If elected, Jillian will hold this position from the 2018 AGM for a three year term.

Nominated By: Grace Thomas PCC  
Seconded By: Virginia Aldred ACC

Jillian, Grace and Virginia are financial ICF members.

Jillian offers the following information to support this nomination.

#### **An overview of your coaching work explaining how it fits into your overall professional practice and the coaching niche within which you work.**

My coaching practice is primarily working with executives and organizations, coaching leaders. I am in my first year of private practice, previously I have over 500 hours of internal organisational coaching within the Federal Government Public Service. My niche is leaders, particularly newer leaders who are the custodians of the culture they work within, I also use EQi assessments as part of my practice. At present I am also working with two small business owners supporting their growth and development and building resilience.

#### **What is your professional background and experience outside Coaching? Describe your key responsibilities and achievements in each role? How will you apply this experience in the Board position you are seeking?**

Between November 2013 until December 2017 I was the Operations Manager at the Geelong Department of Human Services Smart Centre which included an Emergency Call Centre, operating 24x7 and 270 staff, initially over three campuses.

My responsibilities included the day to day management of multiple business areas providing contact center policy and legislation-based advice and services including claim processing. The business areas incorporated Customer Relations, Early Release of Superannuation, Family and Childcare Payments, Older Australians and various welfare and Emergency payment supports to Australian citizens.

Geelong Smart Centre was well regarded and recognized as a high performing centre demonstrating efficient practices and results within a high change, fast paced environment, build on a foundation of leaders coaching and working on their coaching practice and an active workplace culture.

I have experience in workforce planning, succession planning, strategic committees, training, skills verification, audit and risk analysis.

Geelong Smart Centre achieved best in Division positive attendance results in 2017, a sound demonstration of a positive workplace culture and highly engaged workplace. This achievement was significant as in 2013, Geelong was ranking 26<sup>th</sup> out of the 27 Smart Centres in the Division.

From 2011 until 2013 I was seconded to the Department of Employment, Education and Workplace Relations. The project was to combine disparate State based operations into a single Nationally based contact centre network for the DEEWR Customer Service Line. Some of the key achievements were to successfully manage consultancy contracts, develop and progress recommendations and the redesign of practices and processes to meet policy and legislation imperatives. Success required the development of strong stakeholder relationships to ensure effective outcomes. I redefined roles and responsibilities and implemented consistent pay and responsibility levels through a job design process aligned with APS guidelines. The project demonstrated significant performance improvements in efficiency and performance metrics and I received a DEEWR Secretary's award; Highly Commended Service Delivery 2013.

The experience I have exemplified in working as a Public Servant within two different Departments brings a deep understanding of governance, legislation, and working within regulations. I also have a service delivery passion and understanding service impacts and influences for external and internal customers. This experience will provide a foundation to and support my board position.

### **What is your vision for ICF Australasia, and how do you see your contribution to this in the position for which you are nominating?**

My values align with the overall ICF Global Vision, "Coaching is an integral part of a thriving society and every ICF Member represents the highest quality of professional coaching.", the three ICF Australasia strategic pillars support the vision. My vision is to see ICF grow and build the three pillars. The field of Coaching is living in interesting times. Organisations are increasingly adopting coaching as practice yet not always balancing the supervision and development aspects to achieve good standards. In other areas and organisations coaching is still an unknown or only for the very senior Executives, I would love to broaden that scope. Increasingly leaders at all levels broadly are required to have coaching skills and attributes, finding value and a return on investment in these 'soft skills' is a current organisational challenge. The ICF framework supports the ethical and professional nature of the coaching profession, as the profession continues to grow in Australia, I see ICF being well placed in supporting the professional, developmental, ethical challenges of individuals and organisations to further build their competency and capability.

### **What is your prior involvement with the ICF Australasia coaching community at local level, to date?**

My involvement to date is through attending 'events' and I have recently achieved credentialing of ACC. I attend coaching Cafes and have a network of fellow coaches who I regularly meet with from a mentoring perspective. Clearly minimal, yet I do understand the need for networks and communities to progress and grow. In my past professional role, I progressed coaching organizationally, I was recognized as an 'expert' and utilised to support the development of coaching cultures across our Division, I have always held ICF and the competencies as the standard to aspire to.

## **What do you see as your role as a team member of the ICF Australasia Board?**

The role description articulates what the expectations of role of Secretary is, I have no board experience, yet I do have a wealth of committee experiences. The term is three years, the commitment is for four years. The Secretarial role is critical to the success of the board, failure places the Board at risk. Timeliness, procedure and board compliance are also critical. The role of boards and the expectations of directors is under scrutiny, the Commission into misconduct in the Banking and Financial Services industries shows an undermining of community trust in the governance of institutes, this will naturally flow onto NFPs and Charities.

The ICF NFP Board will have challenges in addressing outcomes such as broadly declining community trust, the need for transparency and the rigorous oversight of risk. I see my role focusing on accountability, balancing stakeholder interests applying fairness and transparency.

If successful I will commit to undertaking formal, professional development through the Australian Institute of Company Directors.

## **What 'gift' (strengths/talents) will you bring to the team?**

My top five strengths according to Tom Rath's Strengths Finder are, Strategic, Input, Positivity, Belief and Responsibility. I will bring the gift of not only the ability to work collaboratively and strategically, the preference to do so. This along with my alignment with the vision of ICF and my willingness and commitment to roll my sleeves up and work with the Board to further ICF's interests in Australasia.

## **What other comments would you like to provide to support your nomination for this position?**

Board experience is something I had planned to pursue, looking to arrange AICD courses for next year. This opportunity is one I could not pass up, Coaching is a field I am passionate about. I believe that if coaching can become an integral part of our many communities, organisations, then those communities and lives improve, there is incredible opportunity for growth. As a board member I would see myself as part of ensuring that growth is governed, nurtured and achieved.