

Position Description

Position Title:	Business and Stakeholder Development Lead
Program:	Engagement
Location:	East Melbourne, Geelong or Ballarat. Regular travel to other locations will be required.
Reports To:	Communication Lead
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010, Level 6</i>

This Position Description intends to describe the general scope, level of work, accountabilities, and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families, and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity, and embrace diversity in an inclusive work environment.

CatholicCare Victoria Values

Values	Behaviours
Respectfulness	We value people for who they are and recognize what they are doing. We interact with others honestly and in a positive, considerate, and caring matter.
Integrity	We value the work we do. We are fair, honest, and trustworthy. We act professionally, take accountability for our actions, and keep our promise.
Inclusivity	We welcome everybody, working to enable everyone to feel like they belong and have a place – from a face to be seen and a voice to be heard.
Collaboration	We walk alongside clients, communities, and each other. We contribute to the work and lives of others so that we can all achieve our best, together.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

Date of Position Description:	January 2023	Position Description Template Version:	November 2022
--------------------------------------	--------------	---	---------------

Compassion	We connect with each other’s stories. We acknowledge the inherent strengths and diverse experiences of others. We act with kindness and care in all our relationships, helping each other to address our challenges in a safe and welcoming environment.
-------------------	--

About Community Engagement

The Community Engagement program delivers best practice marketing, fundraising and engagement strategies that promote the CatholicCare Victoria brand, deepen supporter relationships, inspire philanthropic giving and contribute to social change.

Position Summary

The position has operational responsibility for engagement services and works collaboratively with stakeholders to market business development relationships for our services. The role will assist CatholicCare Victoria (CCV) to diversify income streams by supporting stakeholder relationships and stewarding business relationships and showcasing growth partnerships that align with CCV strategic direction.

This position will work closely with the Chief Development Officer and Group Director of Engagement at all levels and engage key stakeholders across the business This position will work collaboratively with team members in Engagement to narrate and promote fee-for-service framework, partnerships for existing programs and to address community service gaps.

This may include undertaking short needs analysis research, understanding programs to identify best practice, drafting Memorandum of Understanding (MOU) proposals, to ensure we create great communications, market and promote innovation and growth in service delivery and professional practice across CatholicCare Victoria.

The Business and Stakeholder Development Lead will work collaboratively with other managers and staff to ensure that a cohesive team delivers the best and most consistent results for our clients across CatholicCare Victoria.

Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Stakeholder and Engagement strategy	<ul style="list-style-type: none"> • Contribute to the development and implementation of the stakeholder and partnership growth program, including plans to market new community business and service opportunities and partnerships and new ways to increase CCV’s reach. • Draft (MOU) with communication strategy to support partnership and market the relationship. • In collaboration with stakeholders, market a fee-for-service management framework. Using customer relationship management (CRM) identifying, assessing, developing, and implementing partnership opportunities that enhance existing service programs and address community service gaps. • Build a stakeholder and donor engagement strategy to support donors’ relationships by the value of gift. • Project manage development of new business and service growth programs, ensure communications are prioritized. • Manage CRM stakeholders.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

Research	<ul style="list-style-type: none"> • Review service programs, and match content to website. • Research and review new state and federal – philanthropic and government – grant opportunities and their alignment with CCV strategic outcomes and their potential return on investment. • Research other partnership programs across For Purpose organisations.
Stakeholder engagement	<ul style="list-style-type: none"> • Build a framework for key community stakeholders and potential service partners. • Build and maintain effective communications to enhance relationships with funding, government, and other relevant stakeholder organisations. Document in CRM. • Represent CatholicCare Victoria, as appropriate, in liaison with agencies, parishes, government and business at local, community and regional levels. • Revise website content to meet stakeholder engagement stewardship strategy.
Financial management	<ul style="list-style-type: none"> • Contribute to the preparation and monitoring of program budget. • Ensure the program can operate effectively within budget.
Quality and compliance	<ul style="list-style-type: none"> • Work collaboratively to implement CatholicCare Victoria’s continuous quality improvement approach throughout the program and service area – including the implementation Quality Work Plan for all programs and services. • Perform and model risk management principles to work practices and ensure incidents and events are appropriately reported and escalated. • Ensure a culture mindful of risk management, health and safety at all times. • Maintain accurate records, whilst adhering to ethical privacy and confidentiality principles.

The position is also required to perform other duties as lawfully and reasonably directed.

Reporting and/or Supervision Relationships and Authority

Reporting Relationship:

The position works under the direction of and reports to the Group Director of Engagement.

The position works closely with Chief Development Officer and Communication team.

Position/s reporting to the position:

Not applicable

Authority:

The position exercises first level responsibility for Stakeholder relationship and Business Development Communications. The position allows the incumbent the scope to influence the operational activities in their program.

The position has significant delegated authority from the General Manager.

Position Breadth

The Business and Stakeholder Lead is accountable for stakeholder and donor marketing and stewarding relationships through excellence in communications.

Stakeholder Relationships

Internal Relationships:

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

Date of Position Description:	January 2023	Position Description Template Version:	November 2022
-------------------------------	--------------	--	---------------

The BDM Lead:

- works with the Group Director of Engagement and the Client Services Team at all levels
- works with the Performance and Enablement Team to contribute to ensuring the viability of the program

External Relationships:

As agreed with the Group Director, the Business and Stakeholder Development Lead supports key external relationships including but not limited to:

- Local catchment service networks and local governments in the catchments we provide services
- University and school relationships
- Australian Catholic University (ACU) and other Australian Universities we may collaborate with
- Catholic Social Services Australia (CSSA)
- Catholic Social Services Victoria (CSSV)
- High Net worth Donors
- PAFS and Funders.

Organisational Responsibilities of the Position

Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

Date of Position Description:	January 2023	Position Description Template Version:	November 2022
-------------------------------	--------------	--	---------------

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Employee code of conduct;*
- information privacy and confidentiality;
- equal opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

Key Requirements

Qualifications and/or Training

1. Tertiary qualifications in relevant fields such as Business, Business Development, Social and Community Services and/or Marketing; or demonstrated equivalent experience in a similar role.

Experience

1. Significant experience with design and implementation of business development programs, including program development skills.
2. Demonstrated direct experience in marketing.
3. Proven research and analysis experience, including the demonstrated experience to provide conceptual outlines and fully costed service growth proposals.
4. Proven experience in communications and reviewing and revising websites.

Knowledge, Skills and Attributes

5. Demonstrated capacity to build and maintain effective relationships with broad range of stakeholders.
6. Demonstrated ability to work autonomously and collaboratively as a key member of operational teams.
7. Demonstrated awareness of the role of a faith-based organisation committed to diversity and inclusion of all clients, communities, staff and volunteers.
8. Highly developed interpersonal, written and verbal communication skills, including writing skills in the area of business proposals, analysis reports and implementation plans.
9. Well-developed working knowledge of Microsoft Office suite and windows operating environment, including intermediate to advanced Word, Excel and PowerPoint skills, marketing tools.
10. Sensitivity to understand and respond to the needs of different audiences.
11. Preparedness to travel, as and when required, to different locations.

Child Safety

12. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant legislation.

Other Requirements

- Current driver's licence.
- Current Working with Children Check.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

Date of Position Description:	January 2023	Position Description Template Version:	November 2022
-------------------------------	--------------	--	---------------

- Current Australia-wide Police Check (and international where required).
- Disability Worker Exclusion Scheme clearance (where applicable).
- Disqualified Carer's Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s, Disability Worker Exclusion Scheme check and Disqualified Carer's Check.

It is the incumbent's responsibility to maintain a current valid driver's licence, Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertake a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	

CatholicCare Victoria reserves the right to advertise positions and make no appointment.