

POSITION DESCRIPTION

Position Title	Business Development Manager Home Care	Position Number	
Service Area	Home Care		
Remuneration	Negotiated (Common Law)	Position FTE	1.0 (Fixed term up to 8 months)
Reporting to	Chief Operating Officer		
Supervision of	N/A		

Created: September 2023

Our Vision, Mission and Values

Our Vision

A community where everyone has a safe and secure place to call home.

Our Mission

To provide opportunities, pathways and care to vulnerable people who find themselves without a home.

Our Values

St Bart's aims to foster a culture that embraces our values and which reflects what we believe will deliver the best outcomes for our clients and services delivered.

The St Bart's Values form the basis of all employee behaviour. All employees of St Bart's are expected to demonstrate the Values when carrying out the duties of this position.

Empowerment We create a community where everyone believes they have the ability to make a difference.

Innovation We foster an environment where creativity thrives.

Commitment We have the courage and determination to make it happen.

Collaboration We work together to achieve shared goals.

Social Justice We believe everyone has a right to equitable treatment, dignity and compassion.

Position Overview

To strengthen and grow the St Bart's Home Care client base to enable sustainable growth of the program and review internal processes to ensure they support the overall growth of the service.

**We're by
your side.**



St Bart's

Key Responsibilities

- Work with the Chief Operating Officer and the Aged Care Services Manager to develop a growth strategy focused on customer growth, financial gain, and customer satisfaction.
- Conduct research to identify business strengths customers' needs and new markets.
- Increase the client base through attending networking events, cold calling potential stakeholders, following up on incoming leads and generating new potential leads.
- Maintain records to demonstrate growth.
- Build relationships with new and existing customers and stakeholders.
- Review Home Care systems as process to ensure they support service growth and development

Additional Objectives for all St Bart's employees

- Ensure personal health and safety at work and that of others complying with all Work Health and Safety requirements and as directed by St Bart's.
- Participate in the St Bart's Immunisation Program in line with specific position requirements, including any applicable pre-employment and/or ongoing immunisation as determined by St Bart's.
- Understand, comply with, and adhere to the St Bart's Code of Conduct, all other policies, procedures, and work practices, and complete all necessary OneVault (learning management system) requirements within set timeframes.
- Participate in, and contribute to, all St Bart's Quality Improvement and Risk Management programs, to encourage and promote organisational performance and deliver better consumer outcomes.
- Participate in and provide support in all accreditation, compliance and national standards activities as required.
- Participate in essential and/or mandatory training annually as required and directed.
- Have collaborative working relationships with the team and internal customers, and actively contribute to all team meetings and effectiveness of the team function.
- Perform other duties as directed.

Selection Criteria

Qualifications

Tertiary qualification business, marketing, finance or similar.	Essential
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Experience

Proven working experience in a business development role or other relevant type role.	Essential
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Experience in building customer relationship or a role in sales and marketing.	Desirable
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Demonstrated experience of engaging with stakeholders.	Essential
Experience of working within a supported accommodation setting.	Desirable
Knowledge, Skills and Abilities	
Knowledge of the Home Care market.	Essential
Strong communication, interpersonal and negotiation skills.	Essential
Ability to build rapport with clients and potential clients.	Essential
Intermediate skills and knowledge of IT systems and Microsoft Office.	Essential
Analytical interpretation and advanced problem-solving abilities.	Essential
Strong administration, time management and planning skills.	Essential
Other	
A current satisfactory National Police Clearance obtained within the last three months.	Essential
A current WA "C" Class Drivers Licence.	Essential

Declaration

I accept the responsibilities as outlined in this position description and understand that these may be updated from time to time in accordance with operational and organisational requirements. I commit to role modelling St Bart's values and commit to the Code of Conduct while undertaking my duties.

Employee

Name

Signature

Date
