

POSITION DESCRIPTION

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| Date | February 2024 |
| Position Title | Business Development Officer |
| Reports to (position title) | Program Manager or delegate |
| Department | Children's Therapy Services |

ORGANISATIONAL CONTEXT

bestchance Child Family Care is an independent, not-for-profit, community organisation operating across 35 locations in Victoria and a Head Office in Glen Waverley.

bestchance adopts an innovative and holistic approach to assisting young children and families by integrating a range of specialist family oriented educational and welfare community services. The range of programs delivered include Early Childhood Education and Care (ECEC), Kindergarten, Child Care; Children's Therapy, Parent and Child Support, Training, Community Support and Cheshire, an independent, specialist primary school for children with social, emotional and learning difficulties.

These programs recognise that the early years of a child's life are the most formative and influential and we strive to adhere to the principles of 'best practice'. This commitment ensures that families are, at all times, respected as the experts on their children and supported in an environment that is strength based and family centred.

bestchance also works in partnership with families in managing a number of kindergartens under its Early Years Management Program.

bestchance is committed to implementing and adhering to the Child Safe standards including the development and implementation of people practices that reduce the chance of child abuse within the organisation, for which we advocate zero tolerance.

Health safety and wellbeing first, is an expectation of all, where staff implement local work instruction and processes aligned to organisation requirements and are accountable for their own safety and safety of others.

PURPOSE

For all children, families and individuals to thrive in their community.

VISION

Inclusion we include everyone regardless of their background, needs or circumstances

Care We nourish and nurture resilient relationships

Education We develop skills and knowledge to build capacity and resilience.

VALUES

Humility we focus on listening to better understand and meet needs

High Expectations we have high aspirations for our client outcomes and for the calibre of our services and staff

Innovation we embrace change based on critical reflection

Curiosity we seek new understandings and knowledge

Evidence we seek and generate evidence to evaluate and improve our programs

Challenge we look beyond the immediate to achieve different results

POSITION PURPOSE

The Business Development Officer will drive the growth and expansion of our Children's Therapy Services business through strategic lead generation. Your primary responsibilities will include identifying opportunities, pursuing leads, and implementing core business strategies to generate and retain clients.

KEY RESULT AREAS AND RESPONSIBILITIES

- Identify, generate and convert new business relationships with families, NDIS participants and referral services
- Design and implement core business strategies to acquire more clients leading to business expansion, maintaining profitability and sustainable growth
- Develop and maintain strong relationships with key stakeholders
- Work closely with the operations team to ensure seamless integration of new business developments and maintain service quality.
- Conduct market research to stay informed about industry trends and competitor activities, refining strategies to maximise success
- Provide guidance to external Marketing agency to inform the creation of marketing materials and campaigns
- Regularly report on progress and challenges to senior management, providing insights and recommendations
- Ensure compliance with industry regulations and standards, particularly in relation to NDIS and community sector practices

KEY SELECTION CRITERIA

- Bachelor's degree in Business, Marketing or a related field
- Demonstrated experience in Business Development, Sales or Marketing
- Strong understanding of the Healthcare and Allied Health Industry
- Strategic thinker with demonstrated experience achieving growth targets to meet strategic targets
- Proven ability to build and maintain strong relationships with clients and partners
- Self-motivated, results-driven, and capable of working independently
- Excellent communication, negotiation, and interpersonal skills

OTHER

- Working with Children's Check (Employee)
- A satisfactory National Police History Check

- Current Australian Driver's Licence