

Community & Partnership Manager (Hybrid)

Who we are:

At Arete Care, we provide high-quality services and support to individuals with disabilities, enabling them to lead fulfilling and independent lives. We are a leading organization in the disability services sector, committed to delivering excellence in all aspects of our work.

Position Overview:

Our organization is seeking a highly motivated Community and Partnership Manager to join our team. The ideal candidate will be responsible for fostering strong relationships and partnerships with NDIS providers, coordinating referrals, and ensuring strategic growth of our business.

The successful candidate will have a proven track record in business development and a deep understanding of the disability and healthcare landscape. They will be enthusiastic and driven, with excellent communication and negotiation skills. This is an excellent opportunity to work with an innovative and dynamic organization in the field of healthcare.

Essential Criteria:

- Extensive previous experience in a business development role, key account management or client relationship management role in not-for-profit environment and aged/disability care or health sector. Working knowledge of the NDIS.
- Ability to identify new business opportunities
- Strong financial acumen to support development of new business proposals
- Result driven individual, with previous experience in budget contribution
- Great people skills and capacity to show empathy to people with disabilities and their families
- Excellent written and verbal communication and presentation skills
- High level of relationship management with internal and external stakeholders
- Strong conceptual, strategic thinking and analytical skills
- Sound level of computer literacy and understanding of IT systems
- Ability to be self-motivated, high work ethic and will promote a positive work environment
- Well-developed prioritization and organizational skills with the ability to meet deadlines, and ability to work under pressure.
- Demonstrated commitment to cultural diversity, equal employment opportunity and workplace health and safety appropriate to the level of the appointment
- Demonstrated awareness and alignment with the organization's vision, mission and values
- Current Victorian driver's license.

Tasks and Responsibilities:

- Design and implement a growth plan for new service areas focused both on financial gain and customer service that effectively sets achievable goals/objectives, aligned to the organizational goals.

- Drive the development of new business by implementing strategies to consolidate partnerships and referral streams and contribute to client retention.
- Secure new business/new clients through various activities, such as:
- Analyze industry market trends, competitors and opportunities for new business.
- Identify potential new NDIS participants
- Define, develop and meet target markets in partnership with Operational areas through the customization of services that meets prospective client's needs
- Provide potential participants with information, assistance and a customized service proposal that meets their needs and follow up to secure business.
- Develop business case proposals to support investment to create new business opportunities.
- Build relationships with new referrers/partners/clients which drive business growth
- Expand service offering across Victoria, Australia
- Review grants and funding opportunities and be responsible for completing tender documents and/or applications for funding with appropriate resources
- Participate in sector wide forums to keep up to date with broader issues affecting people with disabilities and their families whilst also establishing and building relationships in the industry which will assist in driving growth.

EXTERNAL RELATIONSHIPS:

- Identify and foster strategic relationships with key stakeholders/funders/referrers/peak bodies.
- Develop and maintain growing relationships with NDIS, LAC partners and other referral streams, maintain a comprehensive database of potential clients, key contacts and key business stakeholders and measure new business achievements.

INTERNAL RELATIONSHIPS:

- Maintain communication with marketing department, to ensure the growth plan and the marketing plan are consistent, complement each other, and are aligned to the Organization's strategy.
- Plan, develop and implement with marketing department and client service managers in the region, strategies and activities to maintain an active communication with current clients and guarantee an outstanding customer service is provided.
- Work with other Arete Care operational units to foster strong relationships to support seamless client transfer through Arete Care service offerings.

PROJECT IMPLEMENTATION:

- Drive projects in alignment with strategic plans and operational road map
- Leveraging your operational expertise, work alongside the Executive Manager, Business Optimization to engage the workforce, develop and implementation and change management across a number of new systems and technology
- Adopt a change management approach to support the effective implementation of initiatives