

POSITION DESCRIPTION

POSITION TITLE Business Development Coordinator

THE ORGANISATION Established in 1987, Out Doors Inc. (Out Doors) is a community-based mental health service providing a range of programs for people with mental health issues and for their carers. Its mission is to provide challenging approaches to better mental health by assisting people to get “*out the door*” of home or hospital to participate in the life of their community. Further information is provided in Appendices 1 and 2.

POSITION SUMMARY The Business Development Coordinator plays a key role in driving sustainable growth for the organisation. This position is responsible for identifying and securing partnerships with external stakeholders that align with the brand, while also exploring opportunities for growth and engagement. All efforts are aligned with the strategic goals outlined in the Out Doors Inc. Strategic Plan.

TENURE Confirmation of appointment is conditional on a satisfactory police check. Tenure is until Dec 2025, subject to satisfactory completion of a six-month probationary period, with possibility of extension depending on generated income and meeting KPIs.

HOURS 30.4 hours per week, Monday to Sunday (flexible).

AWARD Contract

CLASSIFICATION Contract

REPORTING RELATIONSHIPS Reports directly to the Marketing Manager or such other person as may be designated by Chief Operating Officer.

DIRECT REPORTS: Nil

Key Result Areas

- Cultivate new business and identify opportunities for sustainable growth in program uptake and engagement.
- Develop and maintain strong professional and effective working relationships with internal and external stakeholders.
- Actively contribute to team meetings and participate in the development of the organisation.

Position responsibilities

1. Service Delivery

- Productive relationships developed and maintained with community stakeholders, funding bodies, referral agencies and relevant networks, directly resulting in new business opportunities.
- Growth targets are consistently monitored and reported, with corrective actions and risk mitigation strategies applied promptly to ensure the successful achievement of these targets.
- Ensure that all private and confidential information is held securely on the organisational system.
- Assist the Program department to tailor targeted programs and services.
- Provide potential participants and other stakeholders with activities and unique value propositions.
- Cold-calling potential participants and organisations and responding to incoming leads.
- Develop relationships with potential participants that are based on trust and respect.
- Work to agreed Business Development Plan, including management of scope, time and deliverables.
- Collaborate with Marketing and Program departments to finalise partnership contracts and deliver on agreed commitments with new and existing partners/participants.

2. Partnership, Promotion and Advocacy

- Work both independently and as part of a team to provide an integrated approach to achieve effective business development and growth.
- Take a leadership role in brand advocacy and program promotion.
- Ensure the core values of the organisation are reflected in all actions and activities, particularly when interacting with external stakeholders.
- Deliver presentation pitches to potential partners, clearly articulating the benefits of the proposed collaboration that are valuable to both parties.
- Promote a culture of mutual respect, recognition, teamwork, innovation, quality service provision and acceptance of diversity.

- Develop strategic opportunities to attract new businesses while empowering current ones to engage with us through diverse channels.
- Demonstrate responsible resource management to ensure tasks are completed in a timely manner and with a high degree of quality and attention to detail.

3. Organisational involvement

- Collaborate with the teams to ensure all communication initiatives are in sync and working towards the same goals.
- Support fellow team members whilst respecting individuality.
- Participate in regular supervision and the annual performance management process, including the development of an individual training plan.
- Engage in professional development to ensure skills and practice remain current.
- Other duties as required, and appropriate to the role.

4. Equal Opportunity

- Adhere to ODI's Equal Opportunity policy and procedures and state and federal Equal Opportunity legislation. Support a work environment that is:
 - free from discrimination, harassment and bullying,
 - refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards other staff, clients or the community.

5. Occupational Health and Safety & Risk Management

- The following applies to all staff:
 - Act in a responsible manner that complies with OHS legislation, ODI's policies and the Staff Code of Conduct to ensure the health and safety of self and other employees and all other people in the workplace.
 - Support a safe and healthy working environment in accordance with the safety components of ODI's Safety Policy, the Occupational Health and Safety Act 1985 (as amended) and related regulations, codes of practice and standards.

Review

This position description will be reviewed in July 2025, in consultation with the incumbent.

Key Selection criteria

Essential

- A relevant degree with a minimum of 5 years of experience in marketing, business development, community engagement, or a related field.
- Demonstrated success in delivering the expansion of a client base and increased revenue.
- Proven business acumen and the ability to identify new business opportunities and develop strategies to capitalise on those opportunities.
- Strong interpersonal skills and service mind set with demonstrated ability to communicate effectively and develop rapport with a range of stakeholders.
- Excellent verbal and written communication skills, including demonstrated conceptual, analytical and report writing skills and experience in presenting at various levels.
- Strong advocacy, negotiation and conflict resolution skills.
- Knowledge of / ability to rapidly gain knowledge of NDIS, particularly in relation to referral pathways.
- Ability and willingness to undertake travel to meet the requirements of the position and the holding of a current Drivers Licence.
- Understanding of and commitment to the principles of work health and safety legislation,
including anti-bullying and the application of these principles in the workplace daily.

Desirable

- Experience in the community based, not-for-profit sector.
- A sound knowledge of, and familiarity with a community development approach to service delivery.
- Understanding of the issues relevant to people from non-English speaking and indigenous backgrounds.

Appendix 1

Organisational philosophy

Out Doors believes that a person with mental health and other disabilities has the right to choose and plan their own recreation/leisure (not just the right to do it) and to be considered as someone with potential, abilities and a future (not just the right to maintenance and support).

Vision

As a specialist statewide mental health organisation providing outdoor adventure education and recreation services, Out Doors will be the pre-eminent provider in Victoria of innovative and responsive programs that promote mental health and wellbeing.

Mission

The mission of Out Doors is to provide challenging approaches to better mental health by assisting people to get out the door of home, or hospital, and to participate in the life of their community.

Purposes

The organisational purposes of Out Doors are to:

1. research, develop, organise, conduct and evaluate services to improve people's mental health, with particular emphasis on people with a psychiatric disability;
2. use outdoor adventure education and recreation as the means of providing rehabilitation, respite and integration in the community;
3. develop, organise, conduct and evaluate education and training programs for organisations involved in improving mental health;
4. provide an information, referral and resource for participants and service providers; and
5. promote the value of human contact with natural environments, outdoor adventure education, recreation, and the positive effects these can have on people's mental health.

Values

The following are the key values held by Out Doors and these guide our decision making, practices and delivery of services:

- *Motivation and optimism:*

Our participants will be rewarded by their experience and through this we give hope and encouragement to our participants to take up challenges and to reach their potential. We will be rewarded by the work we do in striving to achieve the goals of the organisation.

- *Respect and compassion:*

Respect for our participants, staff and leaders are fundamental. We operate with empathy, uphold standards of ethical and non-discriminatory behavior, and work with participants in their interests.

- *Excellence and competence:*

We will strive for high standards in everything we do, particularly the safety and well-being of our participants. We will innovate and constantly seek opportunities for improvement of our services to participants.

- *Integrity and accountability:*

We will be accountable for delivering our Mission, and are committed in all our activities whether related to a participant, a partner, the community, or employees with the highest moral and ethical standards.

- *Sustainability and stewardship:*

We actively use and promote practices that ensure minimal impact on the natural environments that we visit. We acknowledge our responsibility for efficient use of resources to ensure environmental sustainability into the future.

Appendix 2

