

Position Description

Role: Business Development and Operations Manager

About MISA

MISA was established in approximately 1996 under the auspices of the Community Development Office of the Pine Rivers Shire Council (PRSC – Now part of Moreton Bay Regional Council). A need was identified to create a safe space for the provision of support for men who were experiencing mental and emotional challenges, which often manifested in episodes of anger, usually directed at partners and other loved ones. Commencing operation in council premises, the demands for its services saw MISA outgrow both its home and its initial business model, which drew solely on volunteer counsellors.

Since 2000, MISA has operated from its own premises in Strathpine (on the north side of Brisbane) funded by the Department of Social Services (DSS) Family and Relationship Services (FARS) Activity under the Families and Children Program. MISA continues to work extensively with men, however, it has successfully expanded its services to include:

- Individual counselling
- Couple's counselling
- Family counselling
- A 12-week behavioural change program "Transformation 24/7"
- Positive Parenting Program (PPP) facilitation

Location:	MISA Strathpine
Effective From:	20 May 2020
Reports to:	MISA Management Committee
Reporting to this position:	Nil
Primary Objective:	<p>The Business Development and Operations Manager is accountable for strategic positioning, planning, management of outcomes and operations, funding agreements, branding, and strategic relationships.</p> <p>The Business Development and Operations Manager works with the Management Committee and the Counselling Coordinator to set plans and priorities and provide overall management to MISA and its team, and plays a lead role in collaboration, building partnerships, networks and relationships to sustain and develop MISA.</p> <p>As a senior paid team member, the Business Development and Operations Manager is expected demonstrate visible commitment for the ethos of MISA, and role model the culture and behaviours that underpin its Vision, Mission and Purpose.</p>



Key Relationships:	Key internal interfaces: Counselling Coordinator, Counsellors (paid and volunteer), Workshop Facilitators, Management Committee Members Key external interfaces: Interagency Collaboration, Dept of Social Services, Grant Organisations, Accountant/Bookkeeper, Auditor, Local Government, Hospitals, Queensland Police, Child Safety, Universities, Queensland Courts, Contractors – Human Outsource, Datanova, IT Support
Decision Making Authority and key duties:	Planning, Organisational Development and Management <ul style="list-style-type: none">• Provide leadership in overseeing the structure and operations of the organisation to drive improvements and strengthen the position of MISA• Support the Management Committee in the development and execution of strategic plans and develop operational plans for Committee approval• Oversee all MISA operational matters and act as the point of liaison with the Management Committee• Manage the ongoing growth and business sustainability of MISA Strategic Partnerships and Business Development <ul style="list-style-type: none">• Elevate awareness and understanding of MISA's Vision, Mission and Purpose among local, intrastate and interstate organisations where strategic relationships would be mutually beneficial• Build a strong network amongst local businesses as a foundation for collaboration and partnerships• Explore opportunities for MISA to partner with other organisations where there is synergy with service delivery or audiences Funding and Financial Management <ul style="list-style-type: none">• Coordinate preparation of funding and grant submissions• Develop and implement an effective and ethical program of additional income generation that enables MISA to deliver on its strategic plan, including maximising opportunities to secure new funding streams through achieving accreditations and other prerequisites (e.g. Public Benevolent Institution (PBI) status,

	<p>Mental Health Accreditation and Deductible Gift Recipient (DGR) status)</p> <ul style="list-style-type: none"> • Monitor, evaluate and report to the Management Committee and funding providers on compliance and performance with funding agreements • Oversee development of budgets and monitor performance against these • Manage the day-to-day operation of MISA in line with approved budgets <p>Human Resource Management</p> <ul style="list-style-type: none"> • Foster a positive and healthy team culture within MISA • Ensure MISA's framework of HRM Policies and Procedures remain current and fit-for-purpose • Contribute to MISA's adherence to the framework of HRM Policies and Procedures <p>Governance, Compliance and Risk</p> <ul style="list-style-type: none"> • Prepare advice, briefings and reports to the Management Committee to inform on financial and risk management, good governance, legal compliance and performance against plans • Ensure that timely, professional reports are provided to external bodies, including funders and regulatory bodies • Ensure compliance with relevant Acts, legal requirements and ethical standards
<p>Qualifications / Skills / Experience Required:</p>	<ul style="list-style-type: none"> • Qualifications: Desirable: Degree qualification in business or a related field, and/or degree qualification in counselling or a related field • Professional experience: Minimum 10 Years' experience in the effective management of an organisation or large teams, with responsibility for business growth outcomes Desirable: Experience in the not-for-profit sector and/or a counselling services organisation • Leadership: Lead by Example, Effectively Communicate, Delegate, Solve Problems, Model Valued Practice, Promote Team Cohesion • Communication: Active Listening Skills, Clearly Articulate, Advanced Written and Verbal Skills, Conflict Management Skills • Demonstrable Personal Traits:

	Respect, Tact, Diplomacy and Sensitivity, Accuracy and Attention to Detail, Ability to Reconcile Opposing Views, Ethics, Honesty, Integrity and Transparency, Strength and Clarity of Purpose, Ability to Lead by Example, Ability to Encourage and get the best from all Team Members, Power to Influence, Positivity, Confidence
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Key Competencies for Role:

Key Leadership Competencies		Level
Strategic Expertise:	<ol style="list-style-type: none"> 1. Understands, respects and can reconcile the key goals and objectives of the organisation. 2. Understands how strategy is formulated and deployed within an organisation and can contribute to the process. 3. Understands the strategic context & has the ability to review, question and suggest outcomes and activities that can positively assist in strategic formulation. 4. Can develop multi-faceted strategies. 	4
Accounting & Finance:	<ol style="list-style-type: none"> 1. Can read and understand financial reports and company accounts 2. Ability to interpret financial reports and company accounts to inform basic business decision making. 3. Can develop and reconcile financial reports and company accounts. 4. Can leverage financial data to underpin business case and policy development and strategic decision making. 	4
Achieving Change:	<ol style="list-style-type: none"> 1. Open to change and can challenge the status quo. 2. Understands opportunities for change and how to manage operational change initiatives. 3. Understands the strategic context & can define how change plans should be deployed within larger strategy. 4. Can lead transformation change activities. 	4
Managing Risk:	<ol style="list-style-type: none"> 1. Ability to recognise risk and seek support to ensure that it is managed appropriately. 2. Understands the risk assessment process and understands the process of classifying and managing risk. 3. Can identify risk exposure and make recommendations on strategy in order that risk exposures are mitigated or removed. 4. Understands how to position businesses as leading and sustainable organisations who can effectively manage risk. 	4
Integrity	<ol style="list-style-type: none"> 1. Is open & upfront in dealing with others, receptive to feedback and honours commitments. 2. Respected by colleagues for demonstrating a high level of professionalism. Admits to & learns from mistakes. 3. Acts with integrity & honesty even when it is difficult to do so & does not tolerate unethical business practice in others. 4. Takes action based on integrity even when there is potential personal cost with doing so. 	4



Key Leadership Competencies		Level
Negotiating:	<ol style="list-style-type: none"> 1. Achieves outcomes through influence whilst always observing the highest standards of honesty, respect and fair dealings. 2. Sees both sides objectively and can negotiate mutually acceptable outcomes. 3. Can accept 'out of the box' solutions and can visualise and deliver negotiated outcomes that may not have been originally anticipated. 4. Can be creative as part of the deal making to deliver benefit to all parties engaged in the negotiating process. 	4
Communicating:	<ol style="list-style-type: none"> 1. Articulates ideas clearly in conversations & in writing. 2. Communicates persuasively and can adjust communication to suit audience. 3. Interacts effectively with all audiences to engage & inspire them. 4. Creates positive organisational culture & capability from effective communication. 	4

Note on Competencies:

- Insert the number for the relevant statement that corresponds to the role in question (e.g. For the first competency (Strategic Expertise), a CEO role would typically need to develop 'multi-faceted strategies' so the number 4 would be inserted in the right column for that competency. If a competency is not applicable simply insert N/A in the corresponding column.
- When a competency level is assigned, all subordinate competencies in each category are considered inherent for the individual in the role. A general explanation of what each level means is as follows:

Level 1 – awareness of the importance of the competency in an organisational context. Capable of applying any relevant Company policies or initiatives in relation to the competency

Level 2 – appreciation of the reasons and rationale for the competency. Capable of implementing any relevant Company policies or initiatives in relation to the competency through others

Level 3 – ability to identify a need or current deficiency in relation to the competency. Ability to execute the competency in unstructured environments effectively to advance the Company's objectives

Level 4 - ability to take a leadership role in relation to the competency, to identify and select appropriate solutions to identified needs or current deficiencies in relation to the competency, and to execute the implementation of agreed solutions effectively.

Sign Off		
Position:	Name	Date Approved
Manager		
Incumbent		