



Job Description

Position	Business Manager
Description	To oversee the business and administrative activities of Hope Connect.
Reports To	Lead Pastor for Ministry oversight Hope Connect Management Committee for operational/finance matters

Hope Connect has been one of the community service ministries of Telopea Church of Christ for over 30 years and is funded by NSW Department of Family and Community Services and other funding bodies. Hope Connect is auspiced with Fresh Hope Engage, the welfare arm of NSW Churches of Christ.

This Job Description should be read in conjunction with Hope Connect's Policies and Procedures, Statement of Principles and appropriate standards and regulations that are applicable to the operations of the service.

1. Objectives

- 1.1. To manage the business and administration activities of Hope Connect Inc enabling the development of the welfare and interests of children and their families.
- 1.2. To conduct activities in alignment with Hope Connect's mission statement and principles.
- 1.3. Encourages and helps facilitate Telopea Church of Christ's expression of holistic ministry in the local community.
- 1.4. To develop and encourage professional and effective operational practice within the Hope Connect team, to enable the best possible service to clients.
- 1.5. To offer strategic and daily business oversight of Hope Connect, identifying opportunities to improve and expand services in cooperation with the Family Support Manager and the Hope Connect Management Committee.

2. Expectations

- 2.1. Uphold the Christian philosophy and aims of Hope Connect.
- 2.2. Be open to gaining an understanding of the Strengths-based way of working in order to represent Hope Connect's philosophy of practice in dealings with external agencies.
- 2.3. Commit to a continuing process of personal development and skills acquisition, including consultation and supervision.
- 2.4. Work closely and cooperatively with the Family Support Manager and other staff for the development and effective operation of the service.
- 2.5. Ensure that confidentiality in all aspects of the Hope Connect work is adhered to at all times.
- 2.6. Ensure that Hope Connect policies and procedures are adhered to by all staff and volunteers.
- 2.7. Foster good relationships with staff, volunteers and client families at all times, demonstrating an empathy for the emotional, social and welfare needs of clients.
- 2.8. Support the best practice principles of a team approach within Hope Connect.
- 2.9. Other duties, as may be determined from time to time by the Management Committee.
- 2.10. Current driver's license and access to a vehicle during working hours (usage would be reimbursed).

3. Relationships

- 3.1. Reports to the Hope Connect Management Committee, on all financial matters including the operation of all funded services and professional performance.
- 3.2. Works in conjunction/consultation with Family Support Manager who has oversight of the Family Support programs.
- 3.3. The following roles report to the Business Manager:
 - 3.3.1. Family Support Manager
 - 3.3.2. Accounts and Payroll Officer
 - 3.3.3. Office Coordinator and any other reception staff
 - 3.3.4. NILS and Material Aid Program staff
 - 3.3.5. Telopea Shed Coordinator
- 3.4. Interacts with:
 - 3.4.1. Hope Connect Staff and volunteers,
 - 3.4.2. The Lead Pastor of Telopea Church of Christ,
 - 3.4.3. The Church Administrator on matters regarding administration and resources shared with other ministries of Telopea Church of Christ,
 - 3.4.4. and satisfies reporting requirements of relevant funding bodies.
 - 3.4.5. and manages the relationship with Fresh Hope Engage.

4. Qualification and skills required

The Business Manager will be required to demonstrate the following experience and qualifications:

- 4.1. Experience in financial management, ideally with welfare/small NGO organisations;
- 4.2. Ability to develop and document a Work Plan and financial budgets in conjunction with Hope Connect staff and Accounts and Payroll Officer;
- 4.3. Excellent written and verbal communication skills;
- 4.4. Ability to lead and work in a team environment as well as be able to work with minimal supervision;
- 4.5. Experience in budget development and evaluation;
- 4.6. Proven ability in identification, development and implementation of business opportunities.
- 4.7. Understanding and knowledge of Workplace Health and Safety and Equal Opportunity Employment principles;
- 4.8. Good organisational skills;
- 4.9. Competent computer skills;
- 4.10. Ability to liaise, network and work constructively with a wide range of support personnel, industry groups and other community services;

It would be preferred if the Business Manager could demonstrate the following experience and qualifications:

- 4.11. Tertiary qualifications in Business/Administration or equivalent;
- 4.12. Experience and proficiency in developing funding applications for services;
- 4.13. Experience in the social welfare sector, demonstrating passion for community development, welfare and social justice;

5. Statement of Duties

- 5.1. Financially manage all activities, income and expenditure, in consultation with the Family Support Manager and Accounts and Payroll Officer, ensuring compliance with the approved operational plan and budget and any funding deeds or agreements.
- 5.2. Research additional income sources, program development opportunities and prepare funding submissions where appropriate.
- 5.3. Facilitate Hope Connect's relationship with appropriate agencies, industry groups to promote the Service activities.
- 5.4. Research, develop, implement and monitor policy and procedure documents for Hope Connect services.
- 5.5. Promote grievance procedure to all clients/consumers/staff and respond in line with the Hope Connect grievance procedure.
- 5.6. Maintain and update policies and procedures as required to fulfill the requirements of the Workplace Health and Safety Act 2001 for the health and safety of staff, volunteers and consumers.
- 5.7. Uphold the Workplace Health and Safety policies and procedures, ensuring all hazards and injuries are recorded.
- 5.8. Prepare and document reports on Service progress and evaluation, in consultation with Family Support Manager and team leaders.

- 5.9. Ensure appropriate operational systems, records and statistical data are maintained, in conjunction with the Family Support Manager.
- 5.10. Manage the financial auditor process and relationship.
- 5.11. Manage direct reports including their annual performance reviews.
- 5.12. Attend and report to Hope Connect Management Committee as required, noting that meetings are held after normal business hours.
- 5.13. Assist with community liaison and promotion of the service as required.
- 5.14. Help plan, where required, and participate in, worker development programs and staff meetings
- 5.15. Organise data collection and prepare reports for funding bodies and other relevant organisations.
- 5.16. Work with the Family Support Manager to plan for new projects and decide on projects to be funded.
- 5.17. Oversees the Hope Connect Office facilities.

6. Personal Development

- 6.1. Be willing to attend staff retreats.
- 6.2. Be willing to engage with an external mentor.
- 6.3. Participate in personal and professional development through reading, education and personal reflection as appropriate.
- 6.4. The performance of this position will be reviewed annually by a member(s) of the Hope Connect Management Committee.