

Position:	Business Manager
Hours:	Permanent Full time
Reporting to:	Anam Cara Colac Board of Management Executive Manager
Classification:	To be negotiated
Position Summary:	The Business Manager's role is to manage the business of Anam Cara Colac [ACC] in line with our current Strategic and Business Plans, and in accordance with the values and mission of ACC.
Organisation: Mission & Values	<p>Anam Cara Colac [ACC] is a community owned hospice established to provide care for the people of South-West Victoria. Set in spacious and tranquil grounds we offer a choice in place of care for people of all ages and financial situation, who are living with a long term or life-limiting illness. Importantly, ACC provides "home-like" and person-centred holistic care to underpin home care.</p> <p>Our Mission is to provide the community with excellence in respite, palliative care and end of life care, embracing respect, dignity, trust and compassion for all persons.</p> <p>Accredited under the Quality Improvement Council's Health and Community Services Standards, Anam Cara Colac is staffed by a dedicated team of nursing professionals and trained volunteers. team</p> <p>Our services are provided without charge although guest and family donations are welcomed. Our financial operations depend on community fundraising, philanthropy, non-recurrent government funding and volunteer contributions. We are proud to play a vital role in the Southwest Victorian region by delivering unique and compassionate/ high quality care when it matters most in life.</p>
Responsibilities:	<p>Financial Responsibilities:</p> <p>Outcome: <i>All elements of financial management are addressed from day to day management through to scheduled reporting.</i></p> <p>Including:</p> <ul style="list-style-type: none"> • Process payroll • Superannuation • Salary Packaging • Annual review of pay rates under the Nurses Award & Ancillary awards. • Payment summaries (group certificates) • Ensure timely invoicing, collection and payment of accounts. • End of month processing, reconciliation and reporting • Bank Statement reconciliation. • Management of our Insurance requirements: -Buildings, Contents, Public Liability, Medico/Legal, Workcover • In conjunction with our Hospice Manager ensure that income and expenditure are in line with the Board approved Annual Budget.

Our Values: Respect - Dignity - Trust - Compassion - Community

	<ul style="list-style-type: none"> • Maintain integrity of financial data, consult with the treasurer and assist with annual audit requirements. • BAS Statements • Management of cash and cheque donations in a timely manner • Assist with funding submissions to Philanthropic Trusts providing financial information for budgets and acquittals in grant applications for the Funding and Grants Coordinator. • Liaise with key financial stakeholders, financial members & donors. • Coordinate the Annual Community Appeal • Regular annual review of contracts and service agreements for competitive prices. <p>Business Development:</p> <ul style="list-style-type: none"> • Develop a robust business strategy in conjunction with the Finance subcommittee and lead on the implementation of the strategy • Work proactively to identify and create new revenue streams for ACC. • Forecast potential income through identified sustainable funding opportunities. • Secure new business opportunities prioritised in collaboration with the board and leadership team. • Maintain and monitor systems to track and report progress with new and existing revenue streams. • Maintain strong relationships with external financial stakeholders on behalf of ACC. • Identify emerging risks and escalate perceived risks, contribute to risk mitigation strategies. • Support budget planning. <p>Human Resource (HR) Responsibilities:</p> <p>Outcome: <i>All HR records are maintained according to Fair Work guidelines, recruitment and processing of new staff at ACC is completed in a timely and accurate way.</i></p> <ul style="list-style-type: none"> • Assist the Hospice Manager with recruitment and on-boarding of new staff. • Maintenance of HR records. • Assist the Hospice Manager with the supervision of our Ancillary Services Staff - Cleaning, Maintenance & Food Service. • Staff Appraisals and also Performance Management as required. <p>Communication and Marketing responsibilities</p> <p>Outcome: <i>Stakeholders are engaged with ACC in accordance with our branding and marketing guide.</i></p>
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	<ul style="list-style-type: none"> • Preparation and publication of Newsletter February, June & October plus Annual report. • Preparation of Agenda, Minutes & Documentation for Annual General Meeting, plus following circulation of AGM Reports • Oversee Hospice communications, branding, publications, social media and website management. • Maintain a comprehensive, current and detailed data base. • Maintenance of social media platforms.-. Website & Facebook • Responsible for I.T. Cyber security, firewalls, upgrades, maintenance & support. • Administrative support for Open Days, Palliative Care Week, Volunteer Week and Carers Week. <p>Governance Responsibilities Outcome: <i>Board requirements are supported. Records, Policies and Procedures are concisely maintained, and accreditation is successfully achieved on a 3 yearly cycle.</i></p> <ul style="list-style-type: none"> • Preparation of Agenda & Minutes for monthly Board Meeting with accurate records and Board minutes maintained and circulated. • Administrative support of Team Meetings and Sub-committees. • Participation and implementation of the Board's Strategic Plan • Managing compliance requirements as per the Compliance Calendar. • Assist with special projects as identified by the Manager/ Board. • Accreditation support to the Hospice Manager. <p>Legal Responsibilities: Outcome <i>All legislative requirements are complied with in all aspects of work and documentation.</i></p> <ul style="list-style-type: none"> • Work within requirements of the Code of Conduct • Maintain accurate records. • Maintain strict confidentiality of all personal information. • Assist with the monitoring of Legal Compliance and new legislation which may impact business operations. <p>Safety Responsibilities: Outcome <i>Provision of a safe workplace in line with Workplace Health and Safety obligations</i></p> <ul style="list-style-type: none"> • Property maintenance supervision and management as per list of duties
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	<ul style="list-style-type: none"> Report accidents, incidents and potential hazards promptly to the Hospice Manager Be familiar with emergency and evacuation procedures. Comply with Occupational Health and Safety requirements. Take reasonable care of the health and safety of others. <p>Risk Management as Risk Management Plan.</p> <p>Day-to-day Responsibilities:</p> <p>Outcome <i>Business operations at ACC are efficient and effective on a daily basis.</i></p> <ul style="list-style-type: none"> Liaise with Hospice Manager regarding day-to-day management. General administration, including reception duties. <p>Education:</p> <p>Outcome <i>Maintenance of skills and knowledge required to undertake role safely and competently.</i></p> <ul style="list-style-type: none"> Identify and pursue professional development relevant to role. Completion of annual mandatory training
Qualification/Skills Experience/Competencies:	<p>Essential</p> <ul style="list-style-type: none"> Excellent written and verbal communication skills and work ethic Victorian Drivers Licence Current National Police Check Experience i Microsoft Office Suite Experience in online accounting systems e.g. MYOB, Xero. Business, Financial and Administrative Experience A Commitment to our culture and point of difference as a NFP Charity Organisation and possess a strong team ethos. <p>Desirable</p> <ul style="list-style-type: none"> Business, Financial, Administrative Qualifications Experience in Community Not-for-profit/Health Sector Experience/Knowledge of Palliative Care
Continuous Quality Improvement:	<ul style="list-style-type: none"> Demonstrate a commitment to best practice and promote quality improvement activities.
Review:	<ul style="list-style-type: none"> A probationary period of six months will apply. The Board will conduct an annual review.
Salary	<ul style="list-style-type: none"> Full time on site with work days set by mutual agreement. Salary by negotiation Salary packaging is available
Date Written:	April 2020
Date Reviewed:	August 2025
Anam Cara Colac Board Member: Member name:	

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Executive Manager signature:	
Employees name:	
Employees signature: Date:	

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