



Services Relationships Manager

Emerging Futures Collaborative Ltd

Part-time | 3–4 days per week | Work from home | Sydney preferred

- Make a meaningful difference at a time of significant change
- Join a collaborative, values-based organisation
- Enjoy the flexibility of working from home

About Emerging Futures Collaborative

Emerging Futures Collaborative Ltd (EFCL) is a not for profit organisation providing a range of supports and services to religious institute members at a time of significant change. This includes ageing and planning for the completion of their communal mission.

The members we support have lived a life of service and many have been involved in establishing major social services that are now household names. At this time, we provide the supports and services they need as they transition to a new phase. The services EFCL provides include transition support, health and wellbeing coordination and community coordination.

Our work is grounded in the values of respect, integrity, collaboration, deep listening and accountability. These values shape how we work with our service partners and colleagues.

About the Role

This is an opportunity to make a genuine difference through relationship-focused leadership and service.

Reporting to the Executive Director, the Services Relationships Manager will play a key role in ensuring that our members receive services that are responsive, respectful, high quality and aligned with their needs.

You will manage relationships with a portfolio of partner organisations, providing oversight of service delivery and supporting staff teams. You will build strong, trusted relationships and ensure there are clear and effective processes for communication, consultation and decision making.

Key responsibilities will include:

- Overseeing service delivery and supporting staff teams to provide high-quality services
- Responding constructively to operational, relationship and staff issues as they arise
- Supporting effective communication and decision making between EFCL, service partners and staff
- Contributing to the design, development and continuous improvement of service frameworks, processes and practices

- Monitoring service quality and performance and identifying opportunities for improvement
- Preparing annual service partner and other reports
- Building and maintaining strong, respectful relationships.

This is a part-time position of 22.8 hours per week, worked over three or four days. The successful candidate will work from home and ideally be based in Sydney. Interstate and intrastate travel will be required from time to time to attend meetings with service partners and EFCL colleagues.

The role will be offered initially on a 2-year contract.

About You

You are a service delivery and relationship-focused professional who brings warmth, sound judgement and a genuine commitment to working respectfully with others.

You are comfortable working in a complex and changing environment and can balance the needs of different stakeholders while maintaining a clear focus on service quality and organisational purpose.

You will bring:

- Demonstrated experience managing service relationships in a complex environment, and a sound understanding of service quality and continuous improvement
- Experience in service delivery, including resolving operational or relationship issues
- Experience leading or managing staff teams and supporting staff to deliver excellent services
- A demonstrated ability to build trust, work collaboratively and professionally, and respond thoughtfully and sensitively to changing needs
- Strong written communication skills, including the ability to prepare clear reports, service updates and briefing materials
- Competence with Microsoft 365, online collaboration tools, records systems and reporting tools
- A current unrestricted Driver's Licence and access to a comprehensively insured, roadworthy motor vehicle.

It would be an advantage if you also have:

- Experience in the design and delivery of health and wellbeing services
- Experience or knowledge of health care, human services or aged care, including support at home services
- Experience working with religious institutes, mission-based organisations or member-based services.

What's on Offer?

- The opportunity to contribute to work that has real purpose and impact
- The flexibility of working from home
- Access to an Employee Assistance Program for you and your family
- Opportunities for ongoing formation and professional development
- Competitive remuneration, with an annual salary review.

Enquiries and Application Process

To obtain a copy of the Position Description or to discuss the role and how to apply, please contact Nevine Piperides at Reach HR on 0418 698 327 or nevine@reachhr.com.au.

Applications will be considered as they are received, so interested candidates are encouraged to apply as soon as possible.

Additional Requirements

A National Police Check Clearance will be required for this role.

Only candidates with the unrestricted right to work permanently in Australia will be considered.