



## Role Description

### Business Quality & Development Lead

***Be instrumental in empowering people to create positive social change! Business development and quality assurance role in a leading not-for-profit organisation.***

***Position based in award-winning youth specialist organisation which has a friendly, harmonious team, development opportunities, work/life balance, as well as other excellent working conditions.***

*The role will work as a member of the 2Connect Youth & Community team to ensure high quality and compliance and to increase business development.*

2Connect Youth & Community is a growing, dynamic non-profit organisation creating positive social change for young people, families, communities for over 33yrs. 2Connect has been awarded NSW Youth Service of the Year 2019, NSW Outstanding Youth Participation Award 2020 & NSW Outstanding Diversity Work 2021 (highly commendable) at the NSW youth sector awards, as well a St George Local Business Awards Finalist 2023!

The position requires an experienced & qualified professional to work with the valued and dynamic team to further the organisation's vision and mission. 2Connect is a specialist niche service supporting young people, families, communities with a range of various mental health and well-being needs, including empowering them to secure employment & education. The position is based in Brighton Le Sands and will require travel to other service areas.

SCOPE: This position will be accountable for 2Connect to meet its Quality Assurance and Compliance in the Transition to Work service, and has an important role in the Business development of 2Connect and the Transition to Work service. The position requires supporting the Transition to Work Coordinators, Operations Manager and CEO in meeting the contractual and other requirements of this service.

## Key Responsibilities and Duties

### 1) Business Quality Assurance and Compliance Responsibilities

- 1.1 Plan, develop, coordinate and implement the business development initiatives and quality assurance processes within 2Connect in consultation with the Operations Manager and CEO, and in line with work plan
- 1.2 Monitor, identify/audit and initiate improvements needed to ensure that a high-quality service, KPIs and targets are met and maintained for the Transition to Work service. This includes effective compliance of program requirements, IT system requirements, program guidelines compliance and organisational policies/systems compliance
- 1.3 Support and troubleshoot issues on quality and compliance by working collaboratively with team members, in particular with coordinators, to overcome these issues and develop suitable resolutions and strategies for implementation
- 1.4 Train and develop staff to increase their knowledge and ability to positively impact on service performance
- 1.5 Report compliance and quality issues to the Operations Manager and CEO

- 1.6 Prepare documentation and communications for the Operations Manager and/or CEO which may be required for contract management purposes or for board reports
- 1.7 Develop continuous improvement within the Transition to Work Service
- 1.8 Support the developmental work in the business growth of Transition to Work services & 2Connect, including identifying opportunities in consultation with CEO/Operations Manager, and establishing and maintaining partnerships, especially in relation to outcome targets. This may include working with employers and Local Jobs Program and other key stakeholders (priorities to be identified in work plan)
- 1.9 Secure relevant outcome placement opportunities or pathways for young people
- 1.10 Raising awareness of 2Connect and its Transition to Work Service, including increasing the positive profile in the media and local community through preparing good news stories and updates (required to be approved prior to publishing)
- 1.11 Implement other business development and quality assurance work to support 2Connect as delegated by the Operations Manager and CEO

## 2) General Administration

- 2.1 Maintain accurate records and administration including:
  - Statistics and outcomes for reporting, evaluation and research purposes
  - Administrative requirements such as timesheets, leave forms, financial transactions etc.
- 2.2 Participate in service meetings, including team meetings, and supervision meetings
- 2.3 Participate as a team member with 2Connect staff, and in planning and evaluation processes
- 2.4 Submit periodic progress reports and ensure data is accurate
- 2.5 Meet outcomes and KPIs as required.
- 2.6 Participate in and comply with Work Health & Safety, 2Connect Quality assurance and all other policies and procedures.
- 2.7 Attend training and professional development courses as required.
- 2.8 Undertake other relevant duties as directed by management

## Experience and/or Qualifications required

### ESSENTIAL criteria:

- Prior demonstrated experience in business development, quality assurance and compliance role, including monitoring & improving team compliance, progress and outcomes (experience in employment services is highly desirable)
- Relevant tertiary qualification in business, management or related qualification (degree level preferred)
- Excellent demonstrated written and verbal communication skills for a range of stakeholders, including excellent attention to detail, and strong ability to network with a range of stakeholders to aid in meeting targets
- Excellent commitment to, & ability to collaborate with your supervisor; to facilitate cohesive and positive teamwork; and to work independently whilst ensuring accountability
- Excellent organisational and administrative skills, including prioritising and meeting deadlines, and including exceptional IT literacy skills (experience in using online employment services system highly desirable)
- Proven experience in meeting, exceeding & facilitating achievement of outcome targets and KPIs
- Commitment to principles of social justice
- NSW driver's licence & own comprehensively insured car

## Salary & Conditions

- **Excellent Salary package includes base salary and Salary packaging option**
- Conditions of employment covered by the Social, Community, Home Care and Disability Services Industry Award 2010 (Federal modern award).

- Salary package above includes base salary including up to \$18,549pa of salary able to be salary packaged (tax free). Salary packaging is optional, however
- All applicants must submit their Resume & statement addressing each essential & desirable criteria (using the 'How to Apply' guide in the information package).
- Your application must be received by the due date

*This is a Child-Related position and it is a legal requirement that the successful applicant must hold a current Working with Children Check clearance prior to commencement of employment, under the Child Protection (Working with Children) Act 2012. Information on the 'Working with Children Check' may be obtained from the NSW Office of the Children's Guardian web-site at [www.kidsguardian.nsw.gov.au](http://www.kidsguardian.nsw.gov.au) In addition, a satisfactory National Police Criminal Record check and evidence of Covid vaccination (3 doses min.) will also be required prior to employment.*