



# Position Description

## Development Manager

POSITION	LOCATION	REPORTING RELATIONSHIP
<b>Development Manager</b>	<b>Mount Lawley</b> with the opportunity to work from home as agreed	<b>Reports to the Executive Director</b>
ORGANISATIONAL CONTEXT		
<p>Health Consumers' Council WA (HCC) is an independent community-based organisation, which has operated since 1994, representing the consumer voice in health policy, planning, research and service delivery. We exist to ensure that consumers' rights are upheld in the system at every level of decision making.</p> <p>HCC provides an individual advocacy service to health consumers experiencing difficulties in the health system. We also facilitate respectful partnerships and inclusive, meaningful engagement at all stages and all levels so that people are able to access support to ensure diverse lived experience voices drive positive change.</p>		
POSITION OVERVIEW		
<p>The Development Manager leads our organisation's income generation strategy, securing sustainable funding through diverse revenue streams including grants, individual giving, corporate partnerships, and social enterprise activities to support achievement of HCC's strategic and operational objectives, purpose and vision.</p>		
VISION, PURPOSE AND VALUES		
<b>Vision:</b>	Equitable, person-centred, quality health care, and improved health outcomes and experiences for everyone in WA	
<b>Purpose:</b>	To amplify and champion the voices of WA health consumers to drive positive outcomes in health and healthcare	
<b>Values</b>	<ul style="list-style-type: none"><li>• <b>Equity and inclusivity:</b> We are proactive at seeking out and elevating the perspectives of people who are disadvantaged by existing structures</li><li>• <b>Compassion:</b> We bring kindness to the work we do and the way we treat each other. We care for our people supporting them so that they can care for others</li><li>• <b>Collaboration:</b> We prioritise relationships as the key to making change happen. We seek to bring all voices and experiences into discussions</li><li>• <b>Courage:</b> We are not afraid to stand up for consumer rights in the face of conflicting views</li><li>• <b>Care:</b> We take care of the community's perspectives and stories that are shared with us and are careful with the funds that we receive. We understand the privilege of doing this work and carry consumer stories into every encounter</li><li>• <b>Integrity:</b> As we hold health services to account, we also hold ourselves to account for upholding the highest standards of integrity and ethics in our work</li></ul>	



### KEY RESPONSIBILITIES

#### **Strategic planning and leadership**

- Develops and implements a revenue generation strategy and plan, working with team members across HCC as required
- Works with team members across HCC to develop compelling cases for support in line with our vision, purpose and strategic plan
- Identifies contract and tender opportunities and leads on the development and submission of HCC's responses
- Provides authoritative specialist advice on policy matters relating to organisational and financial growth and contribute to the development and review of policies, both internal and external
- Sets and achieves annual revenue targets across multiple funding streams
- Leads on budget planning and financial forecasting for all income-generating activities
- Leads on developing and implementing robust and contemporary approaches to outcome and impact measurement
- Reports to senior leadership and Board on income performance and growth opportunities
- Deputises for the Executive Director when required

#### **Fundraising and partnerships**

- Develops and manages relationships with major donors, trusts, and foundations
- Identifies and secures new funding opportunities through research and networking
- Writes compelling grant applications blending quantitative data and consumer stories
- Presents on HCC's vision, purpose and objectives and case for support to a range of decision makers in a range of settings
- Creates and maintains corporate partnership programs
- Oversees individual giving campaigns and regular giving programs

#### **Social Enterprise and innovation**

- Identifies and develops sustainable income-generating activities
- Evaluates potential social enterprise opportunities
- Manages the development of new revenue streams
- Monitors and analyses the performance of income-generating activities

#### **Team management and collaboration**

- Leads and mentors colleagues within HCC's matrix management structure
- Works closely with programs, communications, and finance teams
- Ensures effective use of CRM systems and databases
- Maintains accurate records and reporting procedures

#### **Individual commitment**

- Actively embraces and integrates HCC's purpose, vision and values into the role, and models appropriate behaviours
- Conforms to HCC's conditions of employment; code of conduct; policies and procedures; and relevant legislation and standards
- Demonstrates a commitment to ongoing personal and professional development
- Displays initiative and a confident ability to work autonomously as well as part of a small team, asking for help and guidance where appropriate



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### KEY OUTCOMES

- HCC has a planned and structured approach to identifying and making the most of opportunities to generate resources to achieve HCC’s vision, purpose and strategic objectives
- Effective networks are established and maintained in order to further provide opportunities to expand HCC’s impact and identify potential partnerships and projects with other organisations and departments
- New services and “products” are scoped, tested and implemented that will generate additional revenue to enable HCC to invest in areas of importance to our members and the WA community
- Additional revenue and resources are generated
- A contemporary approach to measuring HCC’s outcomes and impact is in place
- Accurate records are kept of initiatives and relationships that relate to this portfolio

### CULTURAL COMPETENCI

- Demonstrated ability of being guided by cultural advice from Aboriginal staff and community members
- Demonstrated awareness of the social determinants of health and the factors that influence health equity

### EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS

#### ESSENTIAL

- 5+ years of experience in fundraising or income generation, preferably in the healthcare or charity sector
- Proven track record of securing diverse funding streams including philanthropic grants, project funding, and social enterprising activities
- Experience in grant writing and managing donor relationships
- Knowledge of contemporary approaches to outcome and impact measurement
- Strong financial acumen and budget management skills
- Entrepreneurial mindset and experience
- Excellent communication and interpersonal skills
- Project management experience
- Sound knowledge of the operational requirements of a growing NGO working in a volatile, uncertain, complex and ambiguous context
- Able to manage multiple projects and influence people without formal authority
- Willing and able to work flexibly in a small team and “muck in” as required
- Comfortable working in an agile environment and willing to work collaboratively within and external to HCC

#### DESIRABLE

- Sound knowledge of the theory and practice of contemporary approaches to organisational and system change, including stakeholder engagement

### OTHER EMPLOYMENT REQUIREMENTS

- Must have the right to work in Australia
- Must be proficient in the use of technology including email, the internet and Microsoft Office
- National Police Clearance and Working with Children’s Check

Creation Date: 11 November 2024

Date Reviewed: November 2026

Date: 15/11/24

Exec Director Approval: