



Job Description

Our vision is “***Human Potential, Realised***”.

Civic Disability Services is a not-for-profit organisation that provides services to individuals with intellectual and psychosocial disability. We aim to create a society where people have the opportunity to realise their full potential, achieve their goals and participate as a valued member of the community.

Role: **Communications and Partnerships Leader**

Reporting: The role reports to the General Manager Impact and Partnerships

Direct Reports: Grant Writer, Storyteller & Content Creator, Communications Partner, Sales Partner

Objective:

The key objectives of the role are to:

1. Lead the communication and partnerships team to create sustainable and creative internal and external campaigns that deliver on Civic’s vision, mission, values and Our Mana.
2. Design and deliver Civic’s Corporate Social responsibility program.
3. Be a brand ambassador for Civic, supporting the business and our people to shape and tell the story of who we are and what we stand for.
4. Develop and deliver a partnership framework.

Duties and Responsibilities:

1. Work with the team and leaders across Civic to evaluate, develop and implement Civic’s internal and external communications strategy, plan and deliverables, ensuring the voice and tone of Civic and key people within the organisations is defined and consistently applied.
2. Work with the General Manager Impact and Partnerships to design, develop and deliver a Corporate Social responsibility program in line with UN Sustainable Development Goals
3. Be brand ambassador, supporting leaders, your team and the business to understand the importance of our brand, and consistency in message, image and voice. Support the General Manager Impact and Partnerships to evaluate, design and deliver the brand strategy
4. Design, develop and deliver a partnership framework and supporting programs, policies, and guidance materials.
5. Work with the General Manager Impact and Partnerships to identify new opportunities that create revenue generating &/or value add, particularly in the area of partnerships, and develop business cases to support.



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6. Maintain oversight of the grant and tender pipeline including acquittals and program delivery. Support the team to develop high quality grants and tenders designed for success.
7. Work with the GM Impact and Partnerships and the broader senior leadership team to develop and deliver a public relations plan including critical event management and Civic's response to the Royal Commission into Violent, Abuse, Neglect and Exploitation of People with a Disability
8. Work with the team team so they understand the business and how they can deliver an exceptional customer experience where potential can be realised and where they can deliver what their customers need at that moment.
9. Work with the team to develop an employee experience that is aligned to Civic's mission, vision, values, Our Mana, policies and guides. Lead your team so they can realise their potential and the potential of the people they support.
10. Support team members to understand the mission, vision, values and direction of Civic. Translate them so the team has clear expectations around their work and understands how their everyday work relates to Civics' goals and direction.
11. Work with head office teams and the Practice Manager to coordinate the recruitment of the right people into your team, in line with policies and guides, who are best able to deliver supports for the customer group.
12. Identify learning needs within the team. Identify and/or create learning opportunities to address those needs. Ask for assistance from the General Manager or Civic resources (including people) when needed.
13. Evaluate the quality of the customer experience and service delivery against service, funding and compliance objectives on a regular basis. Identify gaps and work with the team to build capability and/or improve outcomes. Refer to the General Manager when gaps are identified.
14. Conduct analysis and provide regular reporting on trends, campaign progress and achievement of strategic initiatives
15. Develop strong relationship with internal and external stakeholders
16. Coordinate regular communication channels with the team and other key stakeholders to ensure information is shared, understood and on brand.
17. Manage day to day employee matters such as performance, leave, and injuries with the support of Head Office specialists and the General Manager. Ask for advice and support when needed.
18. Work with leaders, employees, customers, partners, vendors, suppliers and other stakeholders to understand and resolve concerns. Escalate to the General Manager for advice and support as appropriate.



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Essential Criteria:

- Degree in Communications, marketing, business, health or related area.
- Demonstrated record of excellence in written communication skills, including the ability to write successful timely, accurate and succinct proposals submissions, grants, funding applications and tenders to appropriate audiences
- Experience in connecting organisational needs with appropriate partnership opportunities
- Experience in the development and implementation of fundraising strategies, execution of events and identification of prospective new opportunities
- Demonstrated experience in a senior operational leadership role
- Ability to see the connections, analyse the options, evaluate the risks, get the buy-in, and set the team on the right path. You're probably the one who says 'I told you so' because you saw it coming.
- Demonstrated experience leading a team of leaders to deliver brand, strategy, customer and employee outcomes.
- Demonstrated experience designing and delivering successful service or operational models that deliver on strategy and objectives.
- The ability to effectively build and manage stakeholder relationships across the organisation – that's high level emotional intelligence.
- Personal value alignment with the vision, mission, values, brand and mana of Civic.
- Ability to demonstrate a solid understanding of Civic's operating environment including customer needs and vulnerabilities, funding, legislative, workforce and compliance requirements and challenges. Experience in the community services or health sectors would be an incredible advantage.
- A strong understanding of the risk environment in the disability services sector. Understanding of the NDIS would be an incredible advantage.
- Ability to bring a team together, connect the team to the broader business, and create a line of site between strategic and operational objectives and the day to day so people understand the what, why and how.
- A passion for creating an incredible customer and employee experience that allows people to realise their potential.
- Unrestricted Drivers Licence.