

• • Business Manager

- *Values driven NGO*

- Eastern Palliative Care Association Incorporated (EPC) is a partnership between the Order of Malta, Outer East Palliative Care Service Inc and St Vincent's Hospital (Melbourne) Ltd. It provides fully accredited specialist community based palliative care services across a large catchment area of eastern suburban Melbourne.

- As Business Manager, you are accountable to the CEO for the ongoing viability of the organisation, through driving strategic plans centred around robust financial management and reporting frameworks. Leading and motivating a team of five, you are a key member of the EPC Senior Management Team.

- CPA or CA qualified, you are well versed in IT management systems which support the full range of back-of-office services including telephony, leases, insurances and investments. Ideally, you are familiar with DHHS finance and information systems, as well as the MYOB and Salesforce packages.

- Please view the Position Description on www.brookerconsulting.com.au and send a brief CV (Word format, up to 5 pages) to career@brookerconsulting.com.au or ring Jeremy Wurm on 03 9602 1666 or Alex Cooper on 03 9946 7339, in confidence.



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POSITION DESCRIPTION

Position Title:	BUSINESS MANAGER		
Industrial Instrument:	Eastern Palliative Care Non Award Contract	Department:	Corporate Services
Responsible To:	Chief Executive Officer	Hours of Duty:	As per contract
Performance Appraisal:	Regularly during the first six months and then annually at the anniversary of commencement		Page 1 of 4

Eastern Palliative Care Assoc. Inc. (EPC) delivers home-based care services to the eastern region of the Greater Melbourne area.

All staff and volunteers of EPC must demonstrate a commitment to our Code of Ethics, Code of Conduct and a willingness to work within the organisational Vision, Mission and Values.

Our Mission: *EPC is privileged to care for and accompany the dying person and their caregivers in the final phase of life, upholding their dignity and respecting their spiritual, physical, emotional, cultural and social needs. Our care continues in the bereavement services that we offer caregivers and families.*

Our Values:

Compassion – *includes sympathy for others in their suffering, listening, accepting and actively responding to their needs*

Dignity – *upholding the unique personality, situation and choices of others, valuing their lives in the face of death and respecting their rights*

Excellence – *striving to do our best for those in our care and to give leadership through quality care, ethical practice, research and innovation*

Partnering – *vesting control in the client while joining with others to give continuous care*

Equity and Access: *EPC is committed to equal opportunity, social justice, cultural diversity and social inclusion in community based palliative care. We recognise the value of diversity amongst staff and clients and we aim to create an inclusive work and health care environment free from discrimination and harassment. We also respect that different cultures, rights and practices exist within the community.*

BUSINESS MANAGER

The Business Manager is accountable to the Chief Executive Officer for financial management and the business services of EPC. . The Business Manager is responsible for the ongoing reporting and development of sound financial management which ensures the ongoing viability of the service and for assisting the Chief Executive Officer in driving the strategic plans of EPC. All financial and business activities are conducted in accordance with current policies, process and delegations, legislation, internal and external reporting and ethical requirements, This will ensure the provision of high quality services that are consistent with the EPC Values through leadership, strategic direction and solid operational management of service delivery staff and effective resource and revenue management.

Direct Reports

- Accounts Officer
- Central Information Point Officer (CIP)
- PalCare Administrator
- Network Systems Administrator
- Payroll Officer
- Data Analyst/Biostatistician

Critical Relationships:

- CEO
- Treasurer
- Manager-Nursing & Medical Services
- Manager-Allied Health and Volunteers
- Manager-Human Resource & Communications

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- Quality Coordinator

Essential Education Qualifications/Competencies:

1. Bachelor Degree in Accounting, Finance or Commerce with at least 5 years' experience in a senior and similar role
2. Registered as CPA, CA or equivalent
3. Demonstrated skills and behaviours required for the leadership, management and development of an interdisciplinary team.
4. Demonstrated experience, knowledge of and understanding of Information Technology Management in an IT dependent organisation
5. Demonstrated effective management of business services including telephony, leases, insurances, investments and other back of office services
6. Current Victorian driver's licence, good driving record and willingness to use own vehicle in line with EPC Process Map 1761 – Motor Vehicle Use of

Desirable Qualifications/Competencies:

- Sound understanding of business accounting systems
- Experience in working with DHHS finance and information systems
- Working knowledge of MYOB and Payroll – preferably Aurion
- Knowledge of Salesforce System

Key Results Areas:

1. Demonstrates a commitment to quality, continuous improvement, occupational health & safety and risk management.
2. Assist with the management of EPC's strategic and business planning process.
3. Manage Eastern Palliative Care's assets and liabilities.
4. Manage Eastern Palliative Care's payroll processes.
5. Implement financial & business Risk Management and corporate governance standards.
6. Meet all legislative and other requirements of relevant external bodies.
7. Provide leadership and direction in information technology management.
8. Provide leadership in business management across Eastern Palliative Care.
9. Demonstrate ability to manage and motivate staff in a team setting.

Key Result Area 1	Demonstrates a commitment to quality, continuous improvement, occupational health and safety and risk management
Key Result Indicators	<ol style="list-style-type: none"> 1.1 Foster, collaborate and lead in the development and achievement of best practice and quality and continuous improvement processes. 1.2 Cultivate a positive health and safety culture, through leadership and participation in meetings, training and related health and safety activities.

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	<p>1.3 Ensure that risk management processes include appropriate reporting, monitoring, analysis and attention to risk mitigation.</p> <p>1.4 Model responsibility for own health and safety and that of others who may be affected by workplace conduct.</p> <p>1.5 Ensure that all hazardous conditions, injuries and near misses are reported immediately to the Quality Coordinator.</p> <p>1.6 Participate in meetings, training and other health and safety activities as deemed necessary by Eastern Palliative Care.</p> <p>1.7 Demonstrated ability to foster and collaborate in the development and achievement of best practice and quality processes.</p>
Key Result Area 2	Assist with the management of EPC's strategic and business planning processes
Key Result Indicators	<p>2.1 Lead and manage the development of annual budget, working closely with the Managers to prepare budgets as requested by the Finance and Risk Committee.</p> <p>2.2 Provide agreed monthly financial and non-financial reporting to senior management, Finance and Risk Committee and the Committee of Management of EPC, to include:</p> <ul style="list-style-type: none"> - Detailed monthly income and expenditure statements with full analysis and comparisons; - Detailed monthly forecasts to end of financial year, and rolling 12-month forecasts; - Detailed balance sheet analysis; - Detailed cash flow statements and forecasts. <p>2.3 Assist in aligning EPC's strategic objectives within a sound fiscal framework.</p>
Key Result Area 3	Manage EPC's assets and liabilities
Key Result Indicators	<p>3.1 Monitor and manage Eastern Palliative Care's cash flow.</p> <p>3.2 Make recommendations to the Finance and Risk Committee on investments in line with the appropriate policies and processes</p> <p>3.3 Ensure the accuracy of all Eastern Palliative Care's financial records, including the maintenance of an accurate fixed assets and equipment register.</p> <p>3.4 Oversee and make recommendation regarding the purchase and maintenance systems of all EPC Assets</p> <p>3.5 Oversee the administration procedures of all EPC revenue ensuring the monthly reconciliation of cash flow within MYOB and related Salesforce systems</p> <p>3.6 Manage all Eastern Palliative Care's creditors, and the purchasing process, ensuring all creditors are paid within terms and in accordance with EPC's Policies, Processes and delegations of authority.</p> <p>3.7 Ensure that all necessary provisions are identified, agreed and appropriate levels of provisioning are made.</p> <p>3.8 Ensure all Eastern Palliative Care's tax liabilities and superannuation contributions are identified and managed appropriately.</p>

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Key Result Area 4	Manage EPC's Payroll Process
Key Result Indicators	<ul style="list-style-type: none"> 4.1 Manage the payroll process and system. 4.2 Ensure efficient, accurate and on time delivery of fortnightly payroll. 4.3 Provide leadership in effective salary packaging or sacrifice options. 4.4 Liaise with Salary Packaging Contractor. 4.5 Liaise with Human Resources to ensure accuracy of payroll processes. 4.6 Ensure payroll software is up to date and in line with EPC's requirement
Key Result Area 5	Implement financial and business Risk Management and Corporate Governance strategies
Key Result Indicators	<ul style="list-style-type: none"> 5.1 Review and monitor all Eastern Palliative Care's insurances. 5.2 Implement and monitor effective corporate governance including developing, monitoring and reviewing all financial and business policies. 5.3 Monitor and review all financial and business controls, including delegations of authority, expenditure approval processes, cash procedures and banking procedures. 5.4 Ensure all audit requirements are met on an annual basis within specified timeframes. 5.5 Liaise with EPC Auditors to identify and implement any recommendations or seek advice on complex issues as discussed with the Finance and Risk Committee. 5.6 Evaluate EPC's prevention of fraud procedures to ensure best practice management of assets.
Key Result Area 6	Meet all legislative and other requirements of relevant external bodies
Key Result Indicators	<ul style="list-style-type: none"> 6.1 Satisfy all Financial Accountability Requirements for Department of Human Services (DHHS), ACNC, and other Government bodies within specified timeframes. 6.2 Manage the Funded Agency Channel information to ensure EPC information is constantly kept up to date. 6.3 Submit all remuneration returns required by Government Authorities within specified timeframes. 6.4 Meet all requirements of the Australian Taxation Office (ATO) within specified timeframes. 6.5 Provide and submit any other required financial accountability or other returns, for whichever body, to be returned within required timeframes.
Key Result Area 7	Provide leadership in Information Technology Management
Key Result Indicators	<ul style="list-style-type: none"> 7.1 Develop and maintain Information Technology Strategic Plan. 7.2 Identify, negotiate and agree on IT service levels required by EPC. 7.3 Maintain knowledge of current IT technologies and advise the business on future IT directions. 7.4 Maintain and develop databases, systems and applications to meet EPC's current and future requirements. 7.5 Ensure the development and maintenance of a Disaster Recovery Plan.

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	<p>7.6 Develop, monitor and review all IT Policies and Processes.</p> <p>7.7 Ensure PalCare developments and operations meet EPC requirements including security, client record management and reporting</p>		
Key Result Area 8	Provide leadership in Business Management across EPC		
Key Result Indicators	<p>8.1 Report and provide leadership to Finance and Risk Committee Meetings.</p> <p>8.2 Attend and participate in Senior Management Meetings.</p> <p>8.3 Prioritise work demands to ensure all timelines are met.</p> <p>8.4 Develop, supervise and mentor all Business Services staff Comply with EPC Policies, Processes and practices.</p> <p>8.5 Comply with the legislative and ethical behaviour expected of a financial advisor.</p> <p>8.6 Ensure all leases and contracts are reviewed and kept up to date as required</p> <p>8.7 Monitor and arrange all maintenance for the leased areas as required.</p> <p>8.8 Oversee the vehicle fleet, telephony and other business services</p> <p>8.9 Manage all business processes to ensure EPC remains a not for profit organisation</p>		
Key Result Area 9	Manage and motivate staff in a team setting		
Key Result Indicators	<p>9.1 Demonstrate the skills and behaviours required for the leadership, management and development of an interdisciplinary team.</p> <p>9.2 Undertake a performance management system for team members which includes supervision and annual appraisals.</p> <p>9.3 Exhibit high level skills in communication, problem solving and decision making.</p> <p>9.4 Liaise with Manager-Human Resources & Communications to ensure sound human resource and industrial relations practices.</p> <p>9.5 Coach and support staff in leadership and management competencies and through operational and change initiatives.</p> <p>9.6 Identify and promote opportunities for staff development.</p>		
Agreement:	I have read, understood and agree to comply with this job description.		
	Name:		
	Signature:		
	Date:		

Date Reviewed: July 2019