Key Performance Indicators: Manager Business Development

Core Competencies	Performance Criteria	Performance Outcomes
Organisational Knowledge	Has a thorough working knowledge of the mission and values of Sunnyhaven. Has a thorough working knowledge of Sunnyhaven's Key Result Areas and strategies. Has a thorough working knowledge of sector, state, and national issues that impact on clients and service delivery. Has a thorough working knowledge and application of, Sunnyhaven policies and procedures	Models and demonstrates through their behaviour, the rationale and intent of the organisation's mission and values. Understands and demonstrates the organisation's Strategic Plan through the implementation of appropriate strategies that reflect the Key Result Areas. Has a thorough knowledge of the organisation's policies and procedures and implements such policies and procedures. Is able to demonstrate sound knowledge of the trends and issues relevant to children and adults with disabilities. Represents the organisation at appropriate forums that reflect the needs of people with disabilities. Actively contributes to the organisation's response on relevant government and community issues.
Leadership and Teamwork	Provides leadership guidance to senior staff and effectively performs as sole manager in Business Development in a complex environment or across multiple programs. Actively participates and contributes to organisational goals. Initiates major projects and assists senior management with strategic directions in relation to service delivery, funding and innovative programs.	Actively advises and guides the leadership team in the development of business opportunities and the provision of essential services to children and adults with disabilities and their families. Demonstrates through their actions and behaviour, an alignment between the organisation's goals and the implementation of these services.

		Engages and aligns the activities of staff with the organisation's mission and strategic plan. Actively participates in organisational working parties and projects. Clearly communicates the key goals of the organisation and issues surrounding NDIS to staff and others Actively works towards provider collaboration. Demonstrates superior leadership skills through the creation of a supportive work culture that focuses on the delivery of timely and quality services to meet consumer needs. Actively seeks out opportunities for business growth and development. Works with peers, consultants and Senior Management within the organisation and other key external agencies (eg: NDIA ADHC, DET, Health, Community agencies).
Communication and Interpersonal Skills	Communicates with and educates managers and staff in relation to the NDIS and Business opportunities. Assists in the communication of, and interacts persuasively on strategic issues. Drafts reports on sensitive / complex issues or projects. Has established networks, both internally and externally. Able to negotiate effectively on a wide range of issues. Positively identifies commonalities and differences and reconciles conflicting priorities	Behaves in accordance with the organisation's values and Code of Conduct. Demonstrates to staff and clients that they possess a superior level of verbal and written communication. Demonstrates the ability to receive and process a variety of information from diverse sources. Resolves conflict and responds to complaints

	and objectives. Takes responsibility for the timely provision of advice and assistance.	raised by consumers and staff. Implements change in an effective manner. Develops a strong network within the Disability Sector through participation in appropriate forums. Engages in opportunities to support and present a positive image of the organisation and its services to the community Maintains strict confidentiality of client and privileged information
Problem Solving / Decision Making	Identifies operational and / or strategic issues that impact widely across the organisation. Is responsible for the medium term (3 years), development, implementation and evaluation of strategic solutions	Uses superior knowledge to develop strategies to address the needs of people with a disability and their families resulting in the provision of proactive services. Participates in planning and development of the organisation's strategic direction. Balances the day to day decision making on service provision with the medium-term issues impacting on the organisation. Makes proactive decisions to minimise any adverse impact on service provision. Works in consultation with the CEO on important decisions affecting business outcomes and service delivery. Participates in sector wide forums to resolve broader issues affecting people with disabilities and their families.

		Makes decisions that are based on evidence and informed opinion and seeks solutions that are balanced and beneficial to Sunnyhaven clients.
Legislation and Standards of Practice	Maintains a detailed working knowledge of all standards and relevant government legislation, eg: WH&S, Disability Service Standards and Disability Services Act. Provides organisational feedback / comment / response on these to relevant professional groups / external groups and government sector. Is involved in high-level working parties Advises on relevant alignment of changes in practice or standards at cross-region and / or on relevant strategic issues.	Demonstrates understanding of relevant legislation that impacts on the organisation and its services. Includes Child Protection, WH&S, Disability Services Act and Standards. Assists the CEO in ensuring all staff and their activities comply with appropriate legislation and the organisation's policies and procedures. Actively participates in the review and development of appropriate standards and policies relevant to people with disabilities (internal and external forums). Displays conceptual and analytical skills and is able to critically appraise the literature and policies of others to assess their relevance and application to the organisation.
Customer Service / Management	Understands the totality of the projects, programs and services undertaken by the organisation. Provides expert advice and support to other staff on a range of areas within disability. Has built strong working relationships with other community agencies and works to extend these links to ensure outcomes for the organisation Assumes total responsibility for the efficient and effective use of resources within their budget. Monitors monthly expenses and identifies,	Understands the purpose of Sunnyhaven sand what it is attempting to achieve in relation to client services. Maintains a consumer feedback and complaints resolution register. Works with CEO to manage staff performance through significant change. Demonstrates financial and commercial acumen

	investigates and reports on any variances to budget. Meets management deadlines in relation to reports, collection of relevant statistical data and the analysis of this data Is actively engaged in opportunities to support and present a positive image of clients and the organisation's services in the community	In association with the Manager Financial Services prepares annual budgets for CEO approval. Maintains activities within approved budget and responds to variations. Complies with agreed deadlines for business performance reports Maintains effective working relationships with relevant stakeholders, such as NDIA, Community Health Services, medical specialists, Department of Education, schools, ADHC and other disability service organisations. Staff, clients and stakeholders have knowledge of Sunnyhaven's Business Plan Service performance and improvement is actively monitored and feedback sought from consumers and acted upon. Proactively markets services to retain existing and attract new clients as per the Sunnyhaven's long term strategy and marketing plan. Meets agreed market targets and shapes services to achieve this within budget. As Manager Business Development, carries out all reasonable activities as negotiated or directed by the CEO