

Position Description

Position Title: Partnerships Advisor – Vision Services

Department: Community Engagement

Reports to Position: Community & Corporate Partnerships Manager

Direct Reports: None

Guide Dogs Queensland Values

All employees are required to conduct all activities in a manner consistent with our CARES values:

C – Committed

A – Accountable

R – Respectful

E – Ethical

S – Successful

NDIS Risk Assessed Role

Managers to complete risk assessment – please select:

Key Personnel Role ☐ Yes ☒ No

Delivery of support/services to clients ☐ Yes ☒ No

More than incidental contact with clients ☒ Yes ☐ No

Portable Long Service Leave

Managers to complete – please select:

This role is not entitled to Portable Long Service Leave.

Position Overview

The purpose of this role is to develop productive relationships within the low vision sector that deliver on two key objectives for Guide Dogs Queensland (GDQ):

- Generate client referrals;
- Grow corporate partnership opportunities that generate net revenue and other benefits.

A key factor in the success of the role will be the candidate's ability to effectively engage with a range of key stakeholder groups within the low vision sector, including service/product suppliers, allied health professionals (such as optometrists) and medical specialists (such as ophthalmologists).

While the position reports into the Community & Corporate Partnerships Manager, guidance on strategy and priorities will also come from the General Manager, Client Services, with whom the position will work closely.

Essential Functions and Responsibilities

- Work with key internal stakeholders to develop a new partnership strategy for the vision services sector, along with a supporting framework and relevant processes.
- Generate growth in new client numbers and partnership revenue (in line with agreed targets and performance measures).

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- Develop robust systems for tracking client referrals and analysing trends to identify gaps and opportunities.
- Develop and research a priority list of potential partners, in collaboration with relevant Community Engagement and Client Services managers.
- Prepare customised presentations for a range of potential audiences. These will be varied in nature, and may include, for example, high level presentations to key executives and decision makers, education and training sessions to client facing staff and volunteers, and informative talks to low vision support groups.
- Implement a schedule of regular communications and engagement with both potential and established partners.
- Work in conjunction with the Community Engagement team to develop a range of initiatives to increase awareness of, and engagement with, GDQ's services. These may include special events, promotions, campaigns and collateral.
- Liaise with relevant staff members across GDQ's departments to ensure promotional activities are carefully integrated into other marketing, fundraising, volunteering and community programs.
- Prepare regular reports for executive management and Board, written clearly and to a high professional standard.
- Contribute to the development of the department's annual budget and track performance against monthly targets; maintaining costs within budget.
- Train a select group of GDQ volunteers (including clients) to deliver education and training in a variety of workplace settings.
- Direct and supervise any volunteers within area of responsibility, ensuring safe work practices are applied at all times.
- Actively contribute to a positive workplace culture by maintaining a professional and courteous manner, participating in regular team meetings and supporting cross-departmental events, projects and activities.
- Demonstrate initiative, support innovation, and contribute ideas for improving ways of working.
- Keep abreast of market trends and new developments within area of responsibility.
- Attend after hour's events and activities, as required from time to time.

Quality/Compliance

- Follow all Guide Dogs Queensland policies, procedures and systems.
- Contribute to the identification and management of risks.

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- Contribute to a culture of learning and continuous improvement of our working relationships and practices.

Other Duties and Responsibilities

- Other related duties as required.
- Participate in professional development opportunities.
- Complies with GDQ Quality Management System and its certifications.
- Act as a Warden or First Aid Officer where required.
- Foster pleasant, respectful and productive working relationships with staff.
- All employees are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

Supervisory Responsibilities

May include training and supervision of skilled volunteers.

Knowledge and Skills

Essential

- As part of our recruitment and selection process, applicants will be required to undergo pre-employment criminal history checks as required by varied legislation. This may include worker screening required by the NDIS which aims to guarantee that key personnel and other workers do not pose an unacceptable risk to the safety and wellbeing of NDIS participants.

Qualifications

- Relevant tertiary qualifications (or equivalent) in business development, marketing, or sales.

Knowledge, Skills & Previous Experience

- Minimum of five years' experience in business development or sales.
- Proven track record of successfully generating referrals and/or converted sales in a commercial or non-profit environment.
- Demonstrated success in developing profitable and mutually beneficial commercial partnerships.
- Good understanding of the vision services sector in Australia, including the interactions between government, service providers, suppliers, allied health professionals and medical specialists.

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- Demonstrated understanding of the challenges and experiences typically faced by people with vision loss, along with an understanding of the services offered by Guide Dogs Queensland.
- High level presentation and public speaking skills.
- Demonstrated ability to quickly build rapport and meaningful relationships across a range of stakeholder groups.
- Strong aptitude for professional networking and identifying business development opportunities.
- Excellent organisational and planning skills.

Personal Attributes

- Mature and professional manner, along with immaculate presentation.
- Strong outcomes-based orientation
- Trustworthy and reliable; follows through on commitments.
- Ability to exercise discretion and maintain appropriate levels of confidentiality.
- Flexible: able to adapt to changing circumstances, embrace change and be comfortable with a degree of ambiguity.
- Enjoy working collaboratively with others to achieve common goals and engender a culture of teamwork.
- Equally able to work independently and without close supervision or direction on a day-to-day basis.
- High degree of emotional intelligence, including, in particular, skills in active listening, empathy, problem solving and conflict resolution.
- Passion for improving the lives of people with vision loss and educating the broader community about how to be more inclusive.
- Application of the Values of Guide Dogs Queensland.

Desirable

- Knowledge and/or experience working in a not-for-profit environment.
- Membership of relevant professional association(s).

Working Conditions and Environment

Some time is spent working out of the office and outside normal working hours in order to fulfil the requirements of the role. This includes attending external functions and events, meeting with supporters and general business networking.