

LIFELINE GIPPSLAND

Position Description BUSINESS OPERATIONS MANAGER

Job information

Location:	Morwell (Remote work by negotiation)
Award:	Social, Community, Home Care and Disability Services Industry Award (MA00100) Level 7
Other Benefits	12% Superannuation and salary packaging
Hours of work:	76 per fortnight
Reports to:	Chief Executive Officer
Term of employment	Ongoing
Applications:	Applications must include 2 references, resume, and a cover letter addressing the key selection criteria (KSC). Application not addressing the KSC will not be considered. Please direct any queries to cindy.pullar@llg.org.au
Closing date:	

Our vision is of an Australia free of suicide.

Our purpose is to support the Gippsland community and other Australians in times of crisis and equip them and their communities to be resilient and suicide safe.

Organisational Context

Lifeline Gippsland Inc. (LLG) is a not-for-profit organisation, governed by a local voluntary board of directors. LLG provides a range of support services to the community including 24-hour crisis support (national service), suicide prevention and mental health awareness programs and training. Volunteers play a vital role throughout the organisation.

Two crisis support phone rooms are located in Drouin and Morwell. The business operations consist of five Opportunity Shops across Gippsland (Churchill, Morwell, Sale, Traralgon and Wonthaggi), and a warehouse in Morwell. These business operations provide the majority of the income required to run the crisis support line and other suicide prevention services.

Lifeline Gippsland Values

Quality & Professionalism

Lifeline Gippsland is committed to building the skill and efficiency of its staff and volunteers and adopting best business practice to maintain commitment, accountability, compliance and accreditation inside a creative and innovative organisational environment.

Respect

Lifeline Gippsland will treat people and organisations fairly and objectively. We will use our influence to create environments free from discrimination, harassment and bullying.

Fairness

Lifeline Gippsland is committed to the principles of social justice and will strive to offer equitable and inclusive services to support people to live and active and fulfilled lives.

Integrity

Lifeline Gippsland is committed to being open and honest in all its activities and will consistently strive to earn and sustain public trust in our organisation.

Collaboration

Lifeline Gippsland will engage in inclusively with our staff, volunteers, stakeholders and partners to form alliances intended to improve the delivery of our key services and outcomes to the community

Sustainability

Lifeline Gippsland will strive to build and maintain diverse income streams to support our financial viability, provide suicide prevention services and achieve important environmental outcomes through our recycling activities.

Organisational Level Outcomes:

All team members are expected to contribute to the success of LLG.

At LLG we foster a strong sense of collaborative practice and a positive workplace by taking personal responsibility for:

- Participating in performance planning processes
- Contributing to the development of policies, procedures, risk management and quality improvement processes
- Developing annual work plans based on key performance indicators
- Take an active role in identifying and managing risk
- Seeking opportunities to recognise volunteers for their contribution to the organisation
- Compliance with Lifeline Gippsland's values, code of conduct, policies and procedures, and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Attend mandatory training sessions and mandatory training specific to position.
- Participating in quality assurance and accreditation activities.

Position Purpose

The role reports to and partners with the CEO to progress Lifeline Gippsland's strategic and operational agenda. The Business Operations Manager (BOM) will support the expansion and positioning of Lifeline Gippsland, whilst maintaining the highest level of integrity and always leading by example. This position will take a lead role in developing innovative approaches to support our vision of an Australia free of suicide.

This role will require the successful applicant to have high level of experience and skills in stakeholder management and business strategy as well as the ability to work flexibly within a changing environment.

The Business Operations Manager provides strategic and operational leadership across Lifeline Gippsland's business and support functions, ensuring sustainability, compliance, and ongoing service innovation

The role leads to the development and oversight of policies, procedures, induction, and training to support staff and volunteers. It also ensures organisational compliance with legislation, regulation, safety and quality assurance standards.

Key Responsibilities	
Service Expansion	<ul style="list-style-type: none"> • Partner with and deputise the CEO to develop a robust organisational positioning plan for new and future funded services and revenue. • Lead the development of financial models and business cases that help the organisation to compare strategic options and understand their impact, with a strong focus on risk management. • Actively scan and tender for new programs that align with the organisation’s vision and values. • Participate in the development and evaluation of innovative programs and services in consultation with community, particularly those with lived or living experience of mental health or suicide. • Conduct an annual survey and campaign to better understand the needs of the community. • Lead and monitor business operations to align with strategic objectives, fostering a culture of continuous improvement, collaboration, and accountability.
Strategy and Innovation	<ul style="list-style-type: none"> • Partner with the CEO to drive the execution of key initiatives with Lifeline Gippsland’s strategic and business plans. • Undertake feasibility studies for new services and programs that underpin our purpose. • Participate in the ongoing strategic planning process as an integral member of the management team and contribute to organisational and service area specific accreditations • Evaluate strategic performance by analysing and interpreting data and metrics. • Work with internal stakeholders to ensure project pilots are implemented, evaluated and monitored closely with a view to establishing proof of concept and new service viability early, through exceeding KPIs and targets. • Ensure ongoing effective development, monitoring and evaluation of assigned projects. • Play a key role in the maintenance of quality accreditation, and organisational compliance with relevant legislation and regulations.
Communications and Relationships	<ul style="list-style-type: none"> • Develop professional documents that tell compelling stories of our community impacts and outcomes, incorporating organisational capacity to deliver services and programs at scale, including a communications and marketing plan. • Positively represent Lifeline Gippsland at meetings with key stakeholders, including funding bodies, community and corporate partners. • Grow existing stakeholder relationships and establish new strategic partnerships to support organisational growth and sustainability in the region.

Key Responsibilities (continued)	
Retail and Warehouse Operations	<ul style="list-style-type: none"> Oversee social enterprise activity in retail and warehouse operations ensuring contribution to financial sustainability and community impact. Drive financial and operational KPIs, including revenue, productivity, and donor relations. Lead improvements in logistics, stock flow, inventory systems, and environmental sustainability. Support the Retail Coordinator's oversight and responsibilities of OHS for retail and warehouse.
Quality Assurance, Policy, and Induction	<ul style="list-style-type: none"> Develop, review and implement organisational policies and procedures to ensure compliance and consistency. Lead the design and delivery of induction programs for all new staff and volunteers. Oversee the quality assurance framework to maintain service excellence and accreditation.
Workforce Capability and Reflective Practice	<ul style="list-style-type: none"> Partner with the Manager Crisis Support to design and deliver reflective practice opportunities for crisis support volunteers. Coordinate and facilitate annual supervision and performance review training for leaders. Support leaders to conduct effective, values-aligned performance appraisals and goal setting
Compliance, Risk and Organisational Safety	<ul style="list-style-type: none"> Ensure organisation-wide compliance with regulatory and contractual obligations. Maintain and review risk registers and reporting systems. Act as the organisational OHS representative, supported by the Retail Operations Coordinator. Champion safe work practices and continuous improvement in safety culture.
Volunteer and Child Safety Frameworks	<ul style="list-style-type: none"> Oversee frameworks for safe, inclusive, and engaged volunteer participation. Ensure child safety standards are embedded across service delivery. Promote awareness and adherence to duty of care responsibilities.

In addition to the above responsibilities, you may also be directed to perform other reasonable duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying a position at this level.

Pre-requisites:

Mandatory

- A tertiary qualification (Bachelor or above) in business, leadership, community services, or related field, including a minimum of 2 years' experience in a senior leadership position.
- Clear police check
- A clear Working with Children Check
- Current full Victorian Drivers Licence
- Compliance with Lifeline Gippsland's Code of Conduct and Values

Highly Regarded

- A strong understanding and commitment to the Mental Health Reform agenda in Victoria.
- Experience in developing feasibility studies.
- Experience in creating compelling business cases.
- Experience in volunteer coordination or community mental health services

Key Selection Criteria:

1. Extensive experience in operational or business leadership, inclusive of excellent interpersonal and leadership skills.
2. Demonstrated commitment to social impact, and an understanding of the role of lived experience and inclusive practices in service design and delivery.
3. Excellent written and verbal communication skills, including well developed influencing and negotiating skills.
4. Successful tender and grant outcomes, including designing programs, resources and training material.
5. Proven experience in developing positive links with the community and maintaining effective and mutually beneficial partnerships.
6. Experience in planning, risk management and overall delivery against defined objectives, methods and outcomes.
7. Proven ability in quality systems, policy development, and compliance, inclusive of a sound understanding of OHS, Child Safety, and accreditation standards.
8. Experience and understanding of volunteer management.
9. Outstanding research and analytical abilities.
10. Strong financial acumen and ability to deliver KPIs.
11. A proactive and action driven attitude and approach with an exceptional ability to innovate, think strategically and challenge the status quo.