

Position Description

Business Development Consultant

Employee Assistant Program

Position Details	
Title:	Business Development Consultant
Level:	Level 5 SCHADS Award 2010
Time Fraction:	0.6 to 0.8 EFT
Position Relationships:	Reporting to the Strategic Communications and Business Development Manager
Principal Location:	Level 4, 255 Bourke Street, Melbourne
Position Purpose:	The Business Development Consultant is responsible for driving new business growth for our Employee Assistance Program (EAP) services. This role focuses on identifying, engaging, and securing new corporate clients, developing strategic partnerships, and expanding our market presence. The successful candidate will leverage their consultative sales expertise and industry knowledge to promote the value of EAP solutions, contributing to the overall health, well-being, and productivity of client organisations.

Organisation Overview

Relationship Matters is a not-for-profit organisation that aims to promote healthy, respectful and fulfilling relationships within the Victorian community. We provide a range of relationship services including:

- Individual Counselling
- Relationship Counselling
- Family Therapy
- Relationship Learning Services
- Family Dispute Resolution and Mediation
- Family Violence Prevention Programs

At Relationship Matters, we also recognise that work and life are intimately connected and we offer workplace services for employers and employees through Employee Assistance Programs (EAP) and our Business Services division, Relationship Matters in the Workplace.

Relationship Matters has been supporting the community through counselling and education for over 77 years and was established and supported by the Anglican Diocese over the years. Relationship Matters has a long history in marriage guidance and relationship counselling in Australia and is very proud to support marriage equality. Relationship Matters is now one of the largest providers of counselling and mediation services in Victoria, with nine physical sites in Metropolitan Melbourne and regional Victoria.

Relationship Matters recognises relationships in all their diversity and our services are offered to individuals, couples and families inclusive of sexual orientation, gender identity, ethnicity, religion, ability or socio-economic circumstance.

Relationship Matters is a child safe organisation, we have zero tolerance for child abuse, and we actively work to keep children safe.

At Relationship Matters, we believe in the power of diversity. We are committed to an inclusive, affirming and safe environment. We welcome people of all gender identities, gender expressions, sexual orientations, races, cultures, religions or backgrounds.

Major Responsibilities

- Identify and pursue new business opportunities to grow the EAP client base through proactive prospecting, networking, and market research
 - Develop and maintain a robust pipeline of qualified leads and manage all aspects of the sales process, including lead qualification proposal development, presentations and contract negotiation.
 - Develop and execute strategic sales plans to achieve business development objectives and revenue targets.
 - Build and nurture strong relationships with key decision-makers in target organisations, acting as a trusted advisor on workplace mental health and well-being solutions
 - Prepare and deliver compelling presentations, proposals, and tenders that articulate the benefits and ROI of EAP services
 - Collaborate with internal stakeholders (e.g., clinical teams, marketing) to tailor EAP offerings to client needs and ensure service alignment
 - Meet or exceed individual and team sales targets and key performance indicators (KPIs)
 - Represent the organisation at industry events, conferences, and networking functions to enhance brand visibility and generate leads.
 - Provide ongoing account management and support to ensure client satisfaction and identify opportunities for service expansion
 - Development, execution and management of Client Agreements
 - Maintain accurate records of leads, pipeline activity, and client interactions using CRM tools
 - Production of client reports and general business reporting and administration
-

High Quality Safe Services

- Know about and adhere to Relationship Matters' values and commitments, policies, procedures and operating frameworks
 - Act within the law
 - Actively work to keep children and young people safe
 - Support disclosure, and uphold all privacy and confidentiality requirements
 - Maintain the highest standard of professionalism, honesty, integrity and fairness
 - Work for positive outcomes and results
 - Invite, listen to and respond positively to feedback, whether compliment or complaint
-

Workplace Safety and Wellbeing

- Be aware of and comply with all cultural, physical, psychological, and wellbeing instructions and requests.
 - Act in ways that do no harm to yourself, others or Relationship Matters facilities.
 - Take reasonable steps to prevent risks to safety and wellbeing.
 - Report all emergencies, incidents and hazards immediately.
 - Have regard for the protection of the environment and the well-being of the various communities in which Relationship Matters operates.
-

Inclusivity

- Welcome, support and treat all people with respect, use their preferred pronouns and names, and enact their information sharing preferences (where possible).
- Work to strengthen relationships, respect, and opportunities in our services, workforce, and community.
- Work to ensure people are recognised (for their individuality and empowered to be their authentic selves), connected (with supportive services and teams where they feel a sense of belonging), engaged (by contributing their unique insights and skills) and empowered (through equal opportunities and access to resources for growth)

Key Selection Criteria

(Please note: Applicants need to respond in writing to all selection criteria)

Essential

- Proven experience in business development, sales, or account management, ideally within the health, well-being, HR or professional services sectors.
- Knowledge of Employee Assistance Programs, workplace mental health, or related fields is highly desirable
- Proven ability to identify, engage, and secure new business opportunities, including experience with the full sales cycle from prospecting to closing
- Demonstrated ability to meet or exceed sales targets and KPIs.
- Strong consultative sales and negotiation skills, with the ability to tailor solutions to meet client needs and overcome objections
- Experience responding to tenders, proposals or grant applications.
- Exceptional communication, negotiation, and interpersonal skills with a consultative selling style.
- High level of commercial acumen, analytical thinking, and strategic planning abilities
- Ability to build and maintain effective relationships with internal and external stakeholders at all levels
- High level of initiative, self-motivation, and ability to work independently and as part of a team.
- Proficiency in CRM systems, Microsoft Office Suite, and digital collaboration tools.

Desirable

- Formal qualifications in Business, HR, Psychology, Health Sciences, or a related field.
- Understanding of workplace mental health frameworks and legislative requirements (e.g. Psychosocial risk management).

Personal Qualities

- Ability to take responsibility and work unsupervised, as well as part of a team.
- Affinity with Relationship Matters values
- Generosity of spirit
- Capacity to 'join-in'
- Flexibility

Terms and Conditions

- Salary will be negotiated according to qualifications and experience and in accordance with the Social Community Homecare and Disability Services Award 2010, depending on skills and experience.
- The position is subject to ongoing funding and satisfactory annual performance reviews.
- A six-month probationary period applies and will be formally reviewed with key responsibilities and success indicators as outcomes.
- Opportunity to access salary packaging according to Relationship Matters policy.
- Access to Employee Assistance Program.
- Access to Portable Long Service Leave in the Community Services Industry
- As an agency funded partially through the Commonwealth Department Social Services, all employees are required to sign an Oath of Confidentiality.
- Position is subject to maintaining a current Working with Children Check and a satisfactory National Police Check.
- Position is subject to maintaining a Victorian Driver's License and own vehicle

Acknowledgements

Position:	Business Development Consultant – EAP
Name:	Name

Key Selection Criteria

(Please note: Applicants need to respond in writing to all selection criteria)

Signature:		Date:	
CEO:	Maya Avdibegovic		
CEO's Signature:		Date:	
Probationary Review:	Six Months	Date:	

DRAFT