



JOB DESCRIPTION FORM

POSITION DETAILS

POSITION TITLE	General Manager Growth and Development
LOCATION	Carlisle
SERVICE/PROGRAM	Business Services
EMPLOYMENT STATUS	Fixed term until June 2027
AWARD/COLLECTIVE AGREEMENT	Social Community, Home Care and Disability Services Industry Award
CLASSIFICATION	SCHADS Award Level 8, Pay point 1-3

REPORTING RELATIONSHIPS

Position reports to: Chief Executive Officer

Positions reporting to this Position: Project Officer (part-time)

PURPOSE

The General Manager Growth and Development is a senior organisational role responsible for leading Starick's strategic growth, service development, funding and business development activities to support the organisation's long-term sustainability, impact and strategic direction.

Working closely with the Chief Executive Officer and Executive Team, the role translates organisational strategy and emerging opportunities into well-developed growth initiatives, service models, business cases, tenders, grants and implementation plans. The position provides high-level research, analysis and advice to support Executive decision-making regarding organisational development, diversification, partnerships, funding opportunities and future service delivery.

The General Manager Growth and Development leads significant tender and grant activity, including the development of complex and strategically important submissions, and ensures proposed initiatives are evidence-based, financially and operationally viable, aligned with Starick's strategic priorities and responsive to the needs of people experiencing family and domestic violence.

As a senior position working closely with the Executive Team, the role operates with a high degree of autonomy, judgement and discretion. The position has access to sensitive and confidential organisational information and is expected to maintain the highest standards of confidentiality, professional integrity and information management.

The position contributes to organisational leadership and supports a coordinated One Starick approach to strategy, growth, innovation and continuous improvement.

ABOUT THE SERVICE

Starick is an innovative, client focused organisation working across the continuum of prevention, early intervention, crisis response and recovery to address the impacts of Family and Domestic Violence (FDV) and to create safer communities. Our services are based in the eastern metropolitan corridor of Perth and include:

- Crisis accommodation and support at Mary Smith and Starick House refuges.
- Lead agency for the eastern metropolitan corridor Refuge Service System Model (RSSM), providing a 24-hour emergency response for women and children escaping FDV and ensuring a coordinated response to women and children, particularly those at very high risk.
- Outreach Services including:
 - Domestic Violence Advocates based in police stations
 - Safe at Home
 - Counselling
 - Supported transitional housing
 - Mobile Outreach
 - Staff in GP clinics
- Specialist children's programs
- Prevention and community education through delivery of Respectful Relationships programs in schools and sport and recreation associations, and presentations to community and business groups about FDV and appropriate community responses.

Starick's operating frameworks are:

- Family and domestic violence informed
- Safe and Together
- Child-centred
- Trauma informed
- Response based
- Strengths based
- Culturally sensitive
- Client-focused

Starick is committed to ensuring a child safe environment and work practices.

OUR VALUES

Passion

We are driven by a deep commitment to ending family and domestic violence and supporting those impacted by it. Our passion fuels advocacy, inspires resilience, and motivates us to go above and beyond to create safer futures for individuals and families.

Commitment

We are unwavering in our dedication to supporting victim-survivors and strengthening communities. We stand alongside those we serve, providing consistent, reliable and trauma-informed support through every stage of their journey.

Respect We treat every person with dignity, compassion and empathy. We listen without judgement, honour individual experiences, and uphold the rights, choices and voices of those we support. Diversity We embrace and celebrate diversity in all its forms, including culture, identity, ability and lived experience. We are committed to inclusive, culturally safe and equitable services that recognise and respond to the unique needs of every individual and community.	Professionalism We deliver services with expertise, care and accountability. We uphold high standards of practice, maintain confidentiality, and continuously build our capability to ensure safe, effective and evidence-informed support. Integrity We act with honesty, transparency and ethical responsibility in all that we do. We build trust through consistent actions, take accountability for our decisions, and always act in the best interests of those we support.
POSITION RESPONSIBILITIES	
Strategic Growth and Organisational Development • Lead the development and implementation of Starick's strategic growth and development activities in alignment with organisational strategy and Executive direction. • Identify and assess opportunities for service expansion, diversification, partnerships, innovation and organisational development. • Translate strategic priorities and emerging opportunities into practical proposals, business cases, service models and implementation plans. • Undertake high-level analysis of potential opportunities, considering strategic alignment, organisational capability, financial sustainability, workforce requirements, operational feasibility, risk and expected community impact. • Provide clear recommendations to the Chief Executive Officer and Executive Team regarding whether and how Starick should pursue significant growth opportunities. • Maintain oversight of Starick's pipeline of growth, tender and funding opportunities and support appropriate organisational planning and prioritisation. • Monitor sector, policy, commissioning and funding developments relevant to Starick and identify their potential strategic implications for the organisation. • Support the Executive Team with organisational projects and strategic priorities requiring high-level research, analysis, coordination or development. Executive Advice and Strategic Support • Provide high-quality, evidence-informed advice, analysis and recommendations to the Chief Executive Officer and Executive Team on matters relating to growth, service development, funding, partnerships and organisational sustainability. • Prepare business cases, briefing papers, discussion papers, reports and other strategic documentation to support Executive and, where required, Board consideration. • Analyse complex information and present clear options, implications, risks and recommendations to support effective organisational decision-making.	

- Undertake sensitive or strategically significant projects on behalf of the Chief Executive Officer and Executive Team.
- Work collaboratively across Executive portfolios to ensure proposed growth initiatives reflect operational, workforce, financial, quality, governance and risk considerations.
- Exercise sound judgement regarding matters requiring Executive escalation, consultation or approval.

Tender, Grant and Funding Leadership

- Lead Starick's approach to major tenders, grants, expressions of interest, funding submissions and recommissioning activities.
- Assess funding opportunities against organisational strategy, capacity, sustainability, risk and service-development priorities.
- Lead complex submissions from initial opportunity assessment through planning, development, internal review, approval and submission.
- Establish appropriate governance, project plans, responsibilities and timelines for major submissions.
- Coordinate input from Executive members, managers, Finance, People and Culture, subject matter experts and external stakeholders.
- Develop compelling, evidence-based submissions that clearly communicate Starick's expertise, impact, organisational capability and approach to FDV.
- Ensure commitments made through submissions are appropriately assessed and internally authorised before submission.
- Maintain visibility over deadlines, dependencies, risks and decisions associated with the organisation's tender and funding pipeline.
- Coordinate post-submission activity and support mobilisation and implementation planning where funding is secured.

Service Design, Innovation and Implementation

- Lead or facilitate the design and development of new or expanded service models in response to identified community needs, strategic opportunities and funding priorities.
- Work closely with operational leaders and subject matter experts to ensure service models are evidence-informed, client-centred, culturally responsive and operationally achievable.
- Develop comprehensive implementation and mobilisation plans addressing workforce, governance, infrastructure, partnerships, systems, risk, quality, financial requirements and timelines.
- Contribute to the development of program logic, outcomes frameworks, evaluation approaches and performance measures.
- Facilitate cross-organisational planning for significant new initiatives.
- Ensure organisational learning from previous submissions, service establishment and project implementation informs future growth activity.

Business Cases, Research and Analysis

- Undertake strategic research and environmental analysis to identify emerging trends, community needs, government priorities, sector developments and potential funding opportunities.
- Develop detailed business cases and feasibility assessments for new initiatives.
- Work in partnership with Finance to assess funding models, cost structures, sustainability and financial implications.
- Analyse organisational capability and capacity to support informed decision-making regarding growth.
- Prepare high-quality written reports, briefing papers and recommendations for Executive consideration.
- Maintain awareness of relevant government policy, commissioning environments and developments within the FDV and broader community services sectors.

Strategic Partnerships and Stakeholder Engagement

- Develop and maintain productive relationships with government, funding bodies, community organisations, sector partners and other strategic stakeholders.
- Represent Starick in meetings, consultations, working groups and partnership discussions as authorised by the Chief Executive Officer.
- Identify opportunities for strategic partnerships, consortia and collaborative models that strengthen Starick's impact or capability.
- Lead or support negotiations associated with funding proposals, partnerships and growth initiatives within delegated authority.
- Facilitate effective internal engagement and co-design when developing new initiatives.
- Ensure stakeholder relationships and external commitments reflect Starick's values, strategic interests and reputation.

Tender and Organisational Knowledge Management

- Maintain and further develop a comprehensive organisational tender and funding library.
- Establish systems that ensure high-quality organisational information is readily available for future submissions and strategic projects.
- Maintain current information relating to organisational capability, governance, service models, outcomes, impact, workforce, partnerships and organisational credentials.
- Ensure appropriate document management, version control and quality assurance of strategic and tender materials.
- Build organisational capability by reducing reliance on ad hoc knowledge and strengthening systems for retaining corporate knowledge.

Governance, Quality and Compliance

- Ensure growth and development activities operate within Starick's governance, delegations, risk management, financial management and quality frameworks.
- Identify strategic, operational, financial, workforce and reputational risks associated with proposed growth opportunities and ensure these are appropriately assessed and escalated.

- Ensure funding proposals and partnership arrangements are subject to appropriate due diligence.
- Maintain accurate documentation and decision records relating to significant proposals and projects.
- Ensure organisational commitments made through tenders, funding applications and partnerships are clearly understood and appropriately approved.
- Contribute to organisational continuous improvement and the ongoing strengthening of systems supporting growth and development.

SELECTION CRITERIA

ESSENTIAL

- Tertiary qualification in business, management, community services, public policy, project management or another relevant discipline, and/or significant relevant senior-level experience.
- Substantial experience in strategic growth, business development, funding, service development, commissioning, tenders or related functions within the community services, health, government or not-for-profit sectors.
- Demonstrated capability to provide high-level strategic analysis, advice and recommendations to senior executives.
- Significant experience leading complex tenders, grants, business cases or other major written submissions.
- Demonstrated ability to critically analyse opportunities, including strategic, operational, financial, workforce and risk implications.
- Strong project management capability, including demonstrated experience coordinating complex projects involving multiple stakeholders, competing priorities and strict deadlines.
- Highly developed written communication skills and demonstrated ability to translate complex information into clear, persuasive and strategically focused documentation.
- Highly developed interpersonal, consultation and stakeholder-engagement capability, including the ability to work effectively with executives, operational leaders, government and external partners.
- Demonstrated capacity to exercise substantial professional judgement, initiative and autonomy.
- Demonstrated ability to manage highly sensitive and confidential information with discretion, integrity and sound judgement.
- Strong understanding of governance, risk, quality and accountability requirements within funded service environments.
- Demonstrated ability to work across organisational boundaries and influence outcomes without relying solely on formal authority.

DESIRABLE

- Demonstrated knowledge of the family and domestic violence sector and contemporary FDV policy and service delivery approaches.
- Experience working within a government commissioning or funded community-services environment.
- Experience in service design, program logic, outcomes frameworks and evaluation.
- Experience developing strategic partnerships, consortium arrangements or collaborative service models.
- Experience supporting Executive or Board-level strategic planning and decision-making.

DOCUMENTS REQUIRED

- Current Class C driver's licence.
- National Police Certificate.
- Evidence of 'Right to Work' in Australia.

CERTIFICATION

The details contained in this document are an accurate statement of the responsibilities, competencies and other requirements of the position.