

POSITION DESCRIPTION



the infants' home
CHILD & FAMILY SERVICES

Position Title:	Community Engagement and Fundraising Officer
Department:	Fundraising and Communications Team
Date:	May 2021
Reporting To:	Fundraising Manager
Positions Reporting to this role:	Nil
Internal Liaisons:	Fundraising Team, Community Engagement Team, Leadership Team, All staff
External Liaisons:	Donors, Volunteers, Corporate and Community groups, Service Providers (events contractors and suppliers)

Company Overview

The Infants' Home Child and Family Services is a leading provider of high quality early childhood education and care, allied health and early intervention services for children and families. For over 145 years, the key focus of our work has been supporting families and children experiencing hardship or vulnerabilities to make a more positive future. As one of Australia's most established charitable organisations, The Infants' Home is about to embark on an exciting new phase as we head towards our 150th year in 2024.

Position Purpose

The Infants' Home Child and Family Services relies on fundraising activities to provide high quality integrated services to children and families, particularly those experiencing vulnerabilities or complex needs. The Community Engagement and Fundraising Coordinator will build a community of enthusiastic and engaged corporate and individual volunteers, source and support community fundraising opportunities, develop and implement donor care and stewardship programs, maintain the donor database and coordinate fundraising appeals.

The Community Engagement and Fundraising Coordinator will support the fundraising and marketing activities of The Infants' Home, help maintain a positive image of The Infants' Home in the community and contribute to The Infants' Home's vision of 'a society in which every child is given the opportunity in early childhood learning to develop the abilities to meet life's challenges and opportunities'.

Responsibilities:

1. Volunteer Program Coordination

- Recruit, coordinate and support individual volunteers and corporate volunteer groups, including regular corporate volunteering days
- Develop and support the implementation of volunteer engagement programs to extend our community engagement reach
- Build a community of enthusiastic and committed regular volunteers
- Assist in the development of volunteer communications
- Maintain up-to-date records of volunteers in the database

2. Community Engagement Coordination

- Develop and support the implementation of community fundraising initiatives
- Source opportunities for participation in community fundraising events (eg fun runs) and coordinate campaigns for community involvement

- Build relationships with local businesses which can support our organisation through fundraising and awareness opportunities
- Provide assistance with events and functions

3. Fundraising Program Coordination

- Actively engage with donors and supporters to build connection and community
- Develop and implement donor care initiatives and supporter journey mapping
- Coordinate the delivery of appeals and other direct marketing fundraising programs
- Assist in the identification of donor segments for targeted appeal communications
- Assist in the development of communications messaging, cases for support and other materials to support fundraising drives
- Maintain the donor database and attend to all donor communications, including receipts and thank you correspondence
- Maintain the fundraising database accurately and in a timely manner, producing relevant reports as required

4. Administration

- Provide general administrative and office support to the fundraising team
- Provide occasional reception relief (as part of a pool of back up staff)

5. Professional Conduct

- Exercise due care, skill and judgement and act at all times in accord with applicable professional ethics, principles, legislation and standards
- Be involved in regular performance appraisals and individual training plans
- Work at all times within the guidelines of policies and procedures of The Infants' Home
- Identify and attend relevant continuing education and professional development opportunities
- Keep abreast of current research relating to contemporary fundraising best practice
- Promote the understanding and application of diversity

6. Compliance and Organisational Requirements

Ensure activities within the area of responsibility comply with:

- | | |
|--|---|
| • National law and regulations | • Child Protection Legislation |
| • Work Health and Safety legislation | • The Infants' Home vision, mission, policies, procedures and strategic goals |
| • National Quality Standards | • FIA Code of Conduct |
| • Australian Charities and Not-for-profits Commission (ACNC) | • National Standards for Volunteer Involvement |

7. Risk Management

- Follow policies and procedures to ensure compliance
- Maintain a safe, healthy and clean environment
- Identify hazards and take action to remove these hazards
- Ensure that all of the Work Health and Safety requirements are met
- Identify risks and report them in a timely manner

8. General

- Respond to customer enquiries and provide welcoming professional customer service
- Participate in all levels of team functions/meetings as required
- Carry out all duties, responsibilities and specific tasks related to the role as well as specific duties allocated by the Fundraising Manager, Head of Finance and Business Services and/or the CEO.

Essential Criteria

Qualifications/Experience

- Demonstrated experience working in a similar role
- Understanding of fundraising programs including digital fundraising platforms
- Experience in coordinating community fundraising and volunteers
- Experience in donor management and fundraising database management
- Excellent oral and written communication skills
- Intermediate to advanced IT literacy
- Strong relationship building/customer service skills
- Attention to detail
- Good presentation and organisational skills
- Ability to work independently and as a part of a team
- A valid NSW Working with Children Check
- Unrestricted working rights in Australia

Knowledge, Skills and Attitude

- Knowledge of not-for-profit organisations
- Knowledge of Early Childhood Education and Care sector
- Experience in general office and administrative tasks

I have read and agree to undertake the duties as outlined:

Name

Signature

Date