

POSITION DESCRIPTION



Position Title:	Community Relations and Fundraising Officer
Department:	Communications and Philanthropy Team
Date:	October 2022
Reporting To:	Communications and Philanthropy Manager
Internal Liaisons:	Communications and Philanthropy Team, Community Engagement Team, Leadership Team, All staff
External Liaisons:	Donors, Supporters, 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 almost 150 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 embarking 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 community engagement and fundraising activities to provide high quality integrated services to children and families, particularly those experiencing vulnerabilities or complex needs. The Community Relations and Fundraising Officer will build a community of enthusiastic and engaged corporate and individual volunteers, identify and support community fundraising opportunities, develop and implement donor care and stewardship programs, maintain the donor database and coordinate fundraising appeals. They will also coordinate events for internal and external communities and assist in the development of communications, marketing and campaign materials.

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

- Actively engage with donors and supporters to build connection and community
- Develop and implement donor care initiatives and supporter journey mapping
- Develop and support the implementation of community fundraising initiatives
- Coordinate events for internal and external communities (e.g. staff functions, campaign events)
- Source opportunities for participation in community fundraising events (e.g. fun runs) and coordinate campaigns for community involvement
- Build relationships with local businesses which can support our organisation through fundraising and awareness opportunities

3. Fundraising Program Coordination

- 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. Preservation and Promotion of Organisational History

- Follow policies, procedures, plans and tools for the successful preservation, access and dissemination of The Infants' Home historical records utilising our historical records archival database.
- Managing the administration of our records request services for our community of care leavers and their families
- Coordinate historical records volunteers to undertake indexing of records and assist with records searches
- Identify, plan and implement projects to protect, conserve and celebrate The Infants' Home's history, including projects for the 150th Anniversary
- Research and report on aspects of organisational history, including the sharing of information on social media, in publications, presentations or as part of campaigns

5. Administration

- Provide general administrative and office support
- Provide reception relief (as part of a pool of support staff)

6. Professional Conduct

- Exercise due care, skill and judgement and always act in accordance with applicable professional ethics, principles, legislation and standards
- Be involved in regular performance appraisals and individual training plans
- Always work 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

7. Compliance and Organisational Requirements

Ensure activities within the area of responsibility comply with:

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

8. 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

9. 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 team manager and/or the CEO.
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Essential Criteria

The successful candidate will be an engaging customer service professional with the ability to build relationships, a commitment to working in a for-purpose organisation, and an ability to work with stakeholders from diverse backgrounds. In addition, the successful candidate must be able to demonstrate:

- Experience in customer service and/or community relations roles
- Proven ability to build and maintain collaborative relationships with diverse stakeholders
- Strong communication skills, both oral and written, including confidence in delivering presentations
- Ability to coordinate and run successful events for internal and external stakeholders
- Knowledge of, or an ability to quickly acquire an understanding of, best practice in modern fundraising and philanthropy
- Intermediate to advanced IT literacy, with an ability to engage with a range of digital tools
- Ability to work autonomously and as part of a collaborative team
- Excellent organisational, administrative, records management and time-management skills with a strong attention to detail

Desirable

- Experience in fundraising, communications, marketing, or related professions
- Experience working with volunteers and/or organising events
- Knowledge of for-purpose/charity sector
- Knowledge of Early Childhood Education and Care sector

Please note, all employees at The Infants' Home are required to have unrestricted working rights in Australia, a valid NSW Working with Children Check and up-to-date COVID-19 vaccinations.

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

Name

Signature

Date