

Position Description

Position title:	Donor Relations Administrator
Program:	Community Engagement
Location:	East Melbourne. Travel to other locations will be required.
Reports to:	Donor Relations Coordinator
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010, Level 2</i>

This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable, marginalised and/or at risk.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity, and embrace diversity in an inclusive work environment.

About Community Engagement

The Community Engagement program delivers best practice marketing, fundraising and engagement strategies that promote the CatholicCare Victoria brand, deepen supporter relationships, inspire philanthropic giving and contribute to social change.

Position Summary

The Donor Relations Administrator will support the delivery of CatholicCare Victoria fundraising campaigns and events, particularly through the provision of high-quality database and administrative support.

Key to this role is the implementation of best practice Donor Care in order to enhance donor experience; maximise acquisition, retention and conversion rates; and increase fundraising revenue.

Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Campaigns	<ul style="list-style-type: none"> Assist with planning and implementation of appeal and community fundraising campaigns Assist with donor mailings, including direct mail, eDMs Accurately process donations and generate receipts promptly
Donor care	<ul style="list-style-type: none"> Assist with the implementation of the Donor Care program, providing a high standard of donor care across all touch points Respond to donor enquiries Draft donor communications
Administrative support	<ul style="list-style-type: none"> Provide administrative support and assistance with other fundraising activities including: Regular Giving, online donations, peer-to-peer and in-memory gifts Assist with fundraising event support including attending events (some after-hours), produce name labels, provide registration/welcoming duties and customer service roles Provide administrative support for Philanthropy and Community Engagement initiatives and events
Data and Reporting	<ul style="list-style-type: none"> Data entry of donations and update donor records Assist with the development of Fundraising reports
Relationships	<ul style="list-style-type: none"> Ensure regular and effective communication with other members of the Community Engagement team and other internal stakeholders Communicate and build strong relationships with donors to be an active and effective ambassador and advocate of CatholicCare Victoria Maintain strong relationships with suppliers
Quality	<ul style="list-style-type: none"> Ensure all fundraising materials and activities comply with relevant national and state fundraising legislation and National Privacy Principles Maintain compliance of Fundraising Institute of Australia Code Ensure all fundraising materials are consistent with CatholicCare Victoria's branding guidelines and key messages Actively promote and undertake quality improvement activities Maintain and develop personal knowledge in area of expertise

The position is also required to perform other duties as lawfully and reasonably directed.

Reporting and/or Supervision Relationships and Authority

Reporting Relationship:

The position reports to and works under the general direction of the Fundraising Coordinator.

Position/s Reporting to Position:

Not applicable.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

Date of Position Description:	November 2022	Position Description Template Version:	November 2021
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Authority:

The position is required to manage and plan their work, including establish goals and outcomes.

The position is required to exercise initiative in the application of established within standards and procedures.

The position is required to work within the relevant delegation's policy, procedure and guidelines of CatholicCare Victoria.

Stakeholder Relationships**Internal Relationships:**

- Operates as a member of the Community Engagement team

External Relationships:

- Donors
- Suppliers

Organisational Responsibilities of the Position**Workplace Health and Safety (WHS)**

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

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Date of Position Description:	November 2022	Position Description Template Version:	November 2021
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Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Employee Code of Conduct for CatholicCare Victoria*;
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- Inclusion and diversity.

Key Requirements

Qualifications

1. Associate diploma or relevant certificate with relevant experience (or experience attained through previous appointments and/or services)

Experience

2. Administration experience, preferably in a fundraising role and/or in the NFP, Church or Diocesan sector
3. Demonstrated experience using CRM database

Knowledge, Skills and Attributes

4. Accurate data entry skills
5. Proven customer-centric phone manner and customer service skills
6. Meticulous attention to detail
7. Demonstrated organisational skills with good time management skills, including the ability to prioritise and manage multiple tasks
8. A 'can do' attitude
9. Proven ability to work effectively in, and contribute to, a positive and productive team environment
10. Demonstrated working knowledge of the Microsoft Office Suite

Child Safety

11. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant legislation

Other Requirements

- Current Driver's Licence
- Current Victorian Working with Children Check
- Current Australia-wide Police Check
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas
- International Police Check (where applicable)
- Right to Work in Australia

Please note, CatholicCare Victoria will conduct the Police Check/s.

It is the incumbent's responsibility to maintain a current Driver's Licence, Victorian Working with Children Check and Right to Work in Australia.

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Date of Position Description:	November 2022	Position Description Template Version:	November 2021
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The incumbent is required to agree to undertake a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	

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