**THE ORGANISATION AND OUR MISSION**

Open Support is a not-for profit, community service organisation committed to addressing unmet social need in the community by providing compassionate support to families throughout New South Wales.

Dedicated to helping the vulnerable in society since it was established in 1990 – and inspired by the charism of Mary Aikenhead and the Sisters of Charity – our core services focus on the following:

**Reducing the impact of domestic violence in the community** – by providing crisis accommodation, care and support for women and families escaping domestic violence.

**Enabling improved access to health care services** – by providing free and affordable transport to health care services, as well as affordable accommodation close to medical treatment facilities.

**Reducing the impact of social isolation within the community** – by providing home visits, companionship and social, patient, carer and court attendee support.

St Vincent’s Private Hospital Sydney provides the payroll and human resources services for St Vincent’s Clinic and as such your legal employment entity is St Vincent’s Private Hospital Sydney.

**KEY POSITION DETAILS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Position Title:** | Fundraising Specialist – Donor Acquisition | **Reports To:** | General Manager, Open Support |
|  |  |  |  |
| **Department:** | Open Support | **Location:** | Darlinghurst |
|  |  |  |  |
| **Agreement:** | Contract | **Classification:** | Grade 2 |

**POSITION PURPOSE**

The Fundraising Specialist will be responsible for the acquisition and retention of major donors and corporate supporters which achieves set objectives on time and within budget.

The role is to develop and grow Outreach’s donor and corporate donor base and workplace giving program and to increase revenue generation and awareness within the community.

**POSITION OBJECTIVES**

1. **Revenue Generation:** Holds accountability for achieving income targets across all major donors and corporate fundraising revenue streams.
2. **Relationship Development:** Builds networks and develops new partnership opportunities with corporates, industry, private donors and government agencies.
3. **Operational Management:** Oversees the effective development, planning, implementation, tracking and reporting of all fundraising activities, events and engagement programs related to the corporate and major donor program (implementing operational plans to achieve targets) including the assisting in the establishment and ongoing management of a workplace giving and corporate major gifts program

**KEY ACCOUNTABILITIES**

|  |
| --- |
| **Key Accountabilities** |
| **Accountability** | **Major Activities** | **Key Performance Indicators (KPI)** |
| **Revenue Generation** | * Holds accountability for achieving income targets across all major donors and corporate fundraising revenue streams.
* Implements donor and corporate fundraising plans, meets financial targets
* Builds long-term relationships to reduce attrition and retain philanthropic support
* Develops innovative new fundraising and community engagement programs as required to secure new income streams from corporate supporters and major donors
 | * Revenue & profitability targets for fundraising activities achieved.
* 100% compliance with state and federal regulatory requirements relating to fundraising. Achieve agreed annual income and budget accountabilities across all areas of the operational fundraising program
 |
| **Relationship Development** | * Builds networks and develops new partnership opportunities with corporates, industry, private donors and government agencies
* Ensures effective and mutually beneficial relationships are developed and maintained through effective communication with stakeholders, including but not limited to:

Open Support staff;major donors;corporates;philanthropic organisations and trusts;partners;peers in other organisations; andkey government agencies. | * All stakeholder relationships with Open Support partners managed in a professional manner.
* Networks and profitable relationships with corporate, government and private sector built and maintained.
* Positive donor/supporter satisfaction results achieved
* Open Support is represented professionally in all forums
* All communication is accurate and professional
 |
| **Operational Management** | * Develops and implements operational plans and budgets for all fundraising (donor acquisition) activities
* Oversees the development of fundraising and community engagement activities for corporates and major givers
* Oversees the development, production,delivery and evaluation of fundraising projects
* Oversees the tracking and reporting of all fundraising activities, events and engagement programs for Open Support
* Monitors, evaluates and reports on the effectiveness of individual fundraising initiatives and campaigns.
 | * Fundraising operational plans and budgets approved by Open Support committee
* A budget, with clear rationales against strategy and operational implementation in place, monitored and reported.
* All fundraising donor acquisition projects (including events) delivered on time and on budget
* Revenue & profitability targets for all fundraising activities achieved
* Reports developed are accurate and provided on time as requested.
* All fundraising acquisition programs evaluated and outcomes reported to GM and the Open Support committee
 |
| Other | * Maintains and develops donor and customer relations management system (salesforce) to support fundraising activities, including but not limited to supporter database segmentation and management to maximise integration, efficiency and effectiveness of the fundraising program.
* Any other duties as required by the General Manager.
 | * All data is up to date within CRM
* All donor/supporter data is captured within CRM
 |
| Identity, Purpose and Values | * Actively participates and promotes the desired culture of Open Support by ensuring all interactions, documentation and communication are conducted in a manner which supports Open Support’s vision, purpose, values and Code of Conduct.
 | * Work and behaviour reflect the Mission and Values and the Code of Conduct
 |
| Performance Management and Development | * Participates in personal performance management process and helps prepare personal development plan
* Participates in agreed development activities
* Strives to use skills and knowledge to improve personal performance.
 | * Annual performance review and development plan completed.
 |
| Workplace Compliance | * Adheres to all policies, procedures and legislative requirements in relation to Workplace Health & Safety, Bullying & Harassment in the Workplace Policy requirements
* Ensures that compliance with the code of ethical standards for Catholic Health & Aged Care providers, legislation, acts, awards and agreements is maintained
* Manages the performance management process for all Fundraising and Community Engagement staff
* Participates in the performance management process
* Participates in continuous quality improvement initiatives
* Operates within delegated responsibilities set by SVHA Board.
 | * All regulatory requirements are met
* Open Support and employee complies with the requirements of the WH&S Act and all relevant WHS, and injury management policies and procedures where industrial agreements required are met
* All FR and community engagement team annual performance reviews and development plans completed
* RiskMan is used to report hazards and any workplace injuries.
 |

**INCUMBENT CAPABILITY REQUIREMENTS (Level 2)**

The incumbent of this position will be expected to possess the following capabilities:

|  |  |
| --- | --- |
| **Capability** | **Demonstrated Behaviour** |
| **Personal** | Personal Effectiveness | Takes responsibility for accurate, timely work results |
| Learning Agility | Identifies personal development needs and seeks information from a range of sources |
| **Outcomes** | Patient/Resident/Client Centred | Strives to meet and exceed expectations, demonstrating sound judgement |
| Innovation & Improvement | Contributes to improvement by reviewing strengths and weaknesses of current processes |
| **Strategy** | Driving Results | Manages own work load to deliver results |
| Organisational Acumen | Understands the interdependencies between departments |
| **People** | Working With & Managing Others | Takes responsibility for ensuring productive, efficient teamwork |
| Collaboration | Works collaboratively within and outside the team |

**SELECTION CRITERIA**

**ESSENTIAL REGISTRATION, LICENCE, OR QUALIFICATION REQUIREMENTS**

* Demonstrated qualifications and/or experience in fundraising, relationship management, marketing and/or business development

**OTHER ESSENTIAL REQUIREMENTS**

* A commitment to the Philosophy, Mission, Values and Ethics and Code of Conduct of Open Support and St Vincent’s Health Australia
* Strong commitment to a continuous improvement philosophy
* Experience delivering high performance results on a sustained basis working with limited resources
* Proven experience in initiating, developing and coordinating successful events of varying scale in the corporate and/or not-for-profit sector
* Experience in coordinating, cultivating and developing a portfolio of fundraisers, corporate supporters and prospects, and servicing donor/sponsor commitments
* Ability to write compelling fundraising proposals
* Extensive knowledge of fundraising principals and methods
* Demonstrated management and leadership capability

**SKILLS/EXPERIENCE**

* Proven stakeholder management across all levels
* Strong time management skills with the ability to effectively prioritise and manage a large volume of work in a ‘change-rich’ environment
* Excellent written and verbal communication and presentation skills including strong influencing and stakeholder management skills
* Sound understanding of financial processes including setting, analysing, monitoring and achieving budgets
* Experience delivering high performance results on a sustained basis working with limited resources
* High level of computer literacy and demonstrated knowledge and experience in utilising digital platforms, in particular customer relationship management systems (CRMs)
* Strong administrative skills, including financial reporting
* Experience of working in a busy, high pressured environment with the ability to continually deliver
* This job requires occasional flexible working at weekends, evenings

**AGREEMENT**

I have read, understood and agree to comply with the responsibilities and accountabilities of this position description. I agree to comply with all SVPHS requirements, policies, procedures, by laws and directions.

Name: …………………………………………………………

Signature: …………………………………………………………

Date: …………………………………………………………