



Inspire Youth and Family Services Employment Package

Thank you for your interest in applying for a position with **Inspire Youth and Family Services (IYS)**. IYS is an equal opportunity employer and as such, the following information is provided to offer a fair and equitable recruitment process.

To be considered for the role you must provide all of the information requested, as detailed below.

About the Role

The **Position Description** is attached and should be read carefully as it details the context, responsibilities, tasks, mandatory requirements, desirable attributes and selection criteria for the position.

How to apply:

To be considered for this role, your application must include the following:

1. Completed Application Form (*pages 3-4 of this document*)

Please provide sufficient information to demonstrate that you meet the mandatory requirements for the position. Include the names, positions and telephone numbers of three relevant referees who can comment on your competency in regard to the selection criteria. Referees will only be contacted after an interview.

2. Cover letter (**no more than 2 pages**)

Please describe how you meet the mandatory qualifications and experience including your skills and attributes as they relate to the selection criteria detailed in the Position Description (*page 8 of this document*).

4. Resume / curriculum vitae

Include work history and achievements, detailing relevant skills and experience, to demonstrate understanding of the role requirements as detailed in the position description (*pages 5-7 of this document*).

Short-Listing Process

Advancement to the next stage of the selection process will be based on:

- how well you demonstrate your ability to follow these instructions,
- meet the position requirements, and
- address the selection criteria along with relevant information contained in your resume.

Short-listing will occur within one week of the closing date. Applicants may be contacted via phone to clarify their application if required to assist the shortlisting process. Shortlisted applicants will be contacted for an interview. If you have not been short-listed, you will not be contacted.

Interview Process

Shortlisted applicants will be invited to attend an interview with the selection panel.

The selection panel will ask you questions relevant to the position and allow you to expand on your written application. Each applicant will be asked the same questions, and may be asked to elaborate on specific relevant individual skills or experience in relation to these questions. A time limit will be set for the interview session.

Interview questions will be aimed at testing your knowledge, skills and attributes and may include scenarios. You should answer each question fully to demonstrate your ability to take on this role. Time will be allocated prior to the end of the interview for you to ask the panel questions about the role or the organisation.

You are welcome to bring samples of your work or other documents which will assist in demonstrating your skills and experience.

Following first round interviews, a second interview may be required.

Referee Checks

Referee checks are used to supplement the final selection decision. It is the responsibility of your referee to provide honest feedback about your knowledge, skills and abilities relevant to the selection criteria for the position. At least one referee should be your most recent supervisor. If you are not currently in the workforce, your referees should at least be in a position to comment on your abilities and recent performance as they relate to the selection criteria. If you have any concerns about the referee checking process, please raise them during your interview.

A reference from a recognised Indigenous Elder will be highly regarded.

Selection

If you are selected for the position you will be contacted by telephone and offered the position. Should you accept, a formal written offer of employment will be forwarded to you, including information detailing the terms and conditions of employment.

If you are not selected following interview, you will be advised of this by a member of the panel. Post-selection feedback will be provided upon request.

For further queries about the position please contact:	Lisa Evans, CEO
Phone:	07 3372 2655
Email:	office@iys.org.au

Applications close at 9am Monday 23rd November 2020

Interviews to be held: the week of Monday 7th December 2020.

Applications should be marked “Confidential – Fundraising and Marketing Coordinator” and made to the attention of:

‘Selection Panel’

Email your application to:	Or post to:	Or deliver to:
office@iys.org.au	PO Box 141, Inala 4077	79 Poinsettia Street, Inala



Application Form

Position Title:	Fundraising and Marketing Coordinator		Closing date:	9am Monday 23 rd November 2020	
Applicant:	Name:				
	Address:				
	Day time phone:		Mobile:		
	Email:				
Start date:	If the position was offered to you, when are you available to start work?			/ /	
Hourly rate Expectation:	The role attracts 17.5% annual leave loading, 9.5% superannuation contribution and the option of salary packaging up to \$15,900 per annum. Please provide your hourly rate expectation:			\$ per hour	
Mandatory requirements as per position description:					
Qualifications:	Highest relevant qualification achieved:				
Role experience:	No. of years working in relevant coordination role in a for purpose environment:				
Digital knowledge:	No. of years coordinating digital presence including social media networks and websites within a community services context :				
Marketing:	No. of years marketing and communications experience:				
Fundraising:	No. of years fundraising experience:				
Driver's license:	Do you have a current clean Queensland drivers licence?	<input type="checkbox"/> YES	Please circle: Manual Auto		
		<input type="checkbox"/> NO			
Blue Card:	Do you hold a current Positive Notice Blue Card for Child Related Employment?	<input type="checkbox"/> YES	Number:		
		<input type="checkbox"/> NO	Expiry date:	/ /	
	If no, have you applied for a Blue Card?	<input type="checkbox"/> YES	Date lodged:	/ /	
		<input type="checkbox"/> NO			
Referees:	Please provide name, position, phone number and relationship to you, for three relevant referees: <i>A reference from a recognised Indigenous Elder will be highly regarded.</i>		1.		
2.					
3.					

Work eligibility:	<input type="checkbox"/> Australian citizen		<input type="checkbox"/> Australian resident	
	<input type="checkbox"/> New Zealand citizen		<input type="checkbox"/> New Zealand resident	
	<input type="checkbox"/> Current working visa:		Expiry date:	/ /
	<input type="checkbox"/> Other visa:		Expiry date:	/ /
Where did you find out about this position?	<input type="checkbox"/> SEEK		<input type="checkbox"/> QCOSS	<input type="checkbox"/> Ethical Jobs
	<input type="checkbox"/> Word of mouth		<input type="checkbox"/> Other:	
Equal employment opportunity / diversity information	Please indicate if you identify as belonging to any of the following groups (<i>completion of this section is voluntary and used for statistical purposes only</i>):		<input type="checkbox"/> People with a disability	
			<input type="checkbox"/> Aboriginal people	
			<input type="checkbox"/> Torres Strait Islander people	
			<input type="checkbox"/> Maori or Pacific Islander people	
			<input type="checkbox"/> Women	
			<input type="checkbox"/> People from a non-English speaking background	
Place of birth:	Town / City:		Date of birth:	/ /
	Country:			
Health:	The role requires you to be physically active, sit and work at a computer, lift sporting equipment/marquees etc. and drive. You may be exposed to emotionally upsetting situations. Is there anything that may prevent you from fulfilling these requirements or put you at risk of injury?		<input type="checkbox"/> YES	
			If yes please provide additional information:	
		<input type="checkbox"/> NO		
Authorisation and Understanding				
<p>I authorise Inala Youth Service (IYS) to investigate my work history and verify all information given on within my application. These enquiries may include information as to my character, general reputation and personal characteristics. I consent to the conduct of such enquiries and to the consideration of any statements or references provided by former employers or others whom I have nominated as a referee in response to these enquiries. I authorise all individuals and employers whom I have named in my application, unless specifically limited by me in writing, to provide information requested about me, and I release them and Inala Youth Service from liability and damages in providing this information.</p> <p>I understand and acknowledge that any misrepresentation, omission or incorrect statement of fact may result in rejection of my application or, if hired, immediate termination of employment.</p> <p>I understand that all information provided to IYS in relation to my application will be treated in the strictest confidence and will not be communicated to any third party without my consent.</p>				
Signature:			Date:	

Position Description



Position Title:	Fundraising and Marketing Coordinator (part-time 20 - 24 hours per week)
Reporting To:	Chief Executive Officer
Probation review periods:	3 and 6 months
Performance review:	Annual
Remuneration:	TBD depending on skills and experience of successful applicant. Total remuneration to include 17.5% annual leave loading, 9.5% superannuation and option to salary package up to \$15,900 tax free.
Award:	Social, Community, Home Care and Disability Services Industry Award 2010

1. The Organisation

IYS is a not-for-profit, community benefit organisation committed to providing preventative and early intervention strategies which meet the immediate needs of children, young people and their families whilst supporting empowerment and the ability to make informed future decisions. Purposeful information, advocacy and referrals are available to support decision-making and engagement in such areas as accommodation and housing, education, employment and training, counselling, community and cultural connection, restorative practice, and positive social participation.

Formed in 1986, and incorporated in 1988, IYS is managed by a voluntary Board of Management who meet monthly to ensure good governance and oversee organisational operations, program delivery, compliance and finances. Operating in the South West Brisbane region, Inala Youth Service is in the process of rebranding to Inspire Youth and Family Services (IYS) in recognition of the young people and families across the region who connect with the organisation.

2. The position

- Working closely with the CEO and with support from industry experts at board level, the **Fundraising and Marketing Coordinator** will refine and execute the organisations Fundraising and Communications strategies.
- Key to success in this role will be exceptional interpersonal, digital and written communications skills generating marketing, public relations and fundraising outcomes.
- The **Fundraising and Marketing Coordinator** is responsible for raising awareness of Inspire Youth and Family Services and increasing voluntary revenue through a broad range of initiatives.
- The **Fundraising and Marketing Coordinator** will bring ideas, imagination and a passion to build a foundation for future success of the organisation through fundraising and marketing initiatives.

3. Working hours and conditions

- This is a part-time role working 20 - 24 hours per week. Hours of work will be negotiated with the successful applicant. Office hours are generally 9am – 5pm. Work may be required between 6am and 8pm or on the weekend. **Social, Community, Home Care and Disability Services Industry Award 2010** remuneration and TOIL arrangements apply.
- The role will be based at IYS' head office at 79 Poinsettia St. Inala, although work from other IYS sites may be required.
- IYS staff are entitled to leave in accordance with the *Social, Community, Home Care and Disability Services Award 2010*.
- As a Public Benevolent Institution, IYS is able to offer staff an optional salary packaging arrangement.
- Inspire Youth and Family Services is committed to ongoing staff development and workers are encouraged to participate in relevant training and workshops through arrangement with their supervisor. The **Fundraising and Marketing Coordinator** is provided with internal supervision by the CEO and may also attend professional external supervision with prior approval.
- Agency vehicles are available for use during working hours. Mobile phone and computer will be provided.



Position Description

4. Organisational relationships

- The **Fundraising and Marketing Coordinator** will develop productive and collegial working relationships with all IYS internal and external stakeholders, including IYS Staff, IYS Board of Directors, community members, service users, supporters, students and volunteers.
- The successful applicant will participate in organisational meetings, the Annual General Meeting, and other organisational training and meeting days, internal and external activities and events, as required by the CEO.
- Collaborate with IYS staff and partner organisations on appropriate events, projects and programs

5. Responsibilities

The **Fundraising and Marketing Coordinator** is responsible for the coordination of key fundraising and marketing activities and resources aligned with IYS's Strategic Plan and the Fundraising and Marketing and Communications strategies.

This role includes building the foundations and infrastructures to ensure a sustainable and future proof fundraising and marketing program.

5.1 Fundraising

- Identify and activate opportunities for Inspire Youth and Family Services to grow its funding base and explore new channels of income generation.
- Coordinate the planning and execution of Inspire Youth and Family Service's strategic fundraising portfolio including digital fundraising, regular giving, direct mail and giving day campaigns
- Implement and evaluate the fundraising strategic plan in accordance with agreed KPIs.
- Establish, maintain and upgrade donor and supporter relationships
- Build and maintain the necessary infrastructure to create a sustainable fundraising program, including donor CRM, digital fundraising content, donor journeys, supporter communications, fundraising toolkits plus more

5.2 Marketing & Communications

- Coordinate the planning and execution of the Marketing and Communications strategies.
- Implement and evaluate the Marketing and Communications plan in accordance with agreed KPIs and strategic plan
- Execute and maintain a social media strategy
- Raise awareness and knowledge of Inspire Youth and Family Services and its programs within the local community
- Develop and ensure a consistent brand presence for Inspire Youth and Family Services and its programs is maintained across the organisation.
- Copywriting and content creation to develop and maintain a suite of marketing communications material, website content (Wordpress platform), communications and social media channels to promote IYS's programs, services, and events.
- Work with internal and external stakeholders to build a bank of positive client stories for advocacy, awareness and fundraising purposes
- Work collaboratively with the IYS board and staff to develop advocacy and media strategies to achieve organisational goals
- Depending upon the skills and experience of the incumbent, take the lead in media relations including production of media releases, pitching, responding to reactive requests and media training.



Position Description

5.3 Contribute positively to organisational outcomes

- Ensure that personal conduct is ethical and consistent with IYS' Code of Conduct and demonstrate a high level of commitment to the organisational values (Evolving, Accountable, Committed, Engaging)
- Operate in compliance with all legislative, regulatory and contractual requirements, and organisational policies and procedures at all times, and support others to do the same
- Meet internal reporting requirements which involve accurate record-keeping, data collection and report preparation
- Contribute to implementation and achievement of IYS's Strategic Plan, as appropriate
- Provide information to support reporting to the Board, and contribute to the organisation's Annual Report
- Supervise students, volunteers, and community service workers, when applicable
- Work autonomously with good time management, and as part of a small team
- Be a strong advocate for the children, young people and families with whom we work.
- Meet outcomes of Position Description and agreed work plans
- Ensure prompt, accurate and courteous customer service
- Participate in regular operational supervision with the CEO.
- Undertake other duties as required to support IYS including act in and/or support other roles that are commensurate with skills, experience and or training.

6. Minimum Qualifications, Experience and References

- A graduate qualification in Fundraising, Marketing, Communications or Business from a recognised University.
- A minimum two years' experience in a similar relevant coordinator/managerial role in a 'for purpose' environment with good working knowledge of social media networks and website structures.
- A clean "C" class current Driver's Licence
- Positive Working With Children Check ("Blue Card") Required.
- Three relevant, recent referees.

6.1 Skills

- Persuasive writing expertise and the ability to effectively apply a story-telling approach which fosters emotional connection.
- Excellent interpersonal communication skills with highly developed relationship management, networking building experience and ability to interact with a broad range of demographics.
- Experience developing, managing and reporting on relevant marketing, fundraising, networking budgets.
- Excellent computing and IT skills with excellent attention to detail, accuracy and ability to proof-read and edit own work and that of others.

6.2 Attributes

- Genuine enjoyment of working within a skilled and dynamic team to identify and work towards achievement of organisational goals
- Self-reflective and critical thinking skills
- Committed to a learning culture and ongoing professional development
- Proven problem-solving and time management skills with ability to thrive in a dynamic, fast-paced environment.
- Positive attitude demonstrated through self-motivation, autonomy, flexibility, reliability, honesty and accountability
- Ability to integrate and develop strong working relationships with the existing team through inclusive, respectful, consultative and collaborative working attitude.
- A good fit with IYS organisational values and beliefs;



Position Description

7. Selection Criteria

- Demonstrated knowledge and experience in fundraising and marketing ideally across all or most of the following: digital fundraising, direct mail campaigns, regular giving, or similar.
- Ability to create emotional engagement and connection through story telling via a range of media
- High level of professionalism and productivity with a commitment to continuous improvement of the organisation and development of self, colleagues, students, volunteers and clients.
- Capacity to engage with children, young people and families from a wide range of cultural backgrounds, specifically Aboriginal and Torres Strait Islander peoples in culturally respectful ways, giving evidence of culturally safe and appropriate practices.
- Generate a positive, creative, entrepreneurial, collaborative, supportive and inclusive energy in the workplace.