

Position Title: Community Engagement Officer	Section: Fundraising
Employment Status: Full-time	Base: Northmead
DAMP Status: Non-SSAA	Vaccination Status: Category B

Reporting and Organisational Context:

This position reports to	Head of Philanthropy
This position has the following direct reports	Community Engagement Casual Staff Community Engagement and General Volunteers
Key objectives for this position are:	
1. Coordinate CareFlight's relationship with community groups and individuals in order to secure donors, community fundraisers and advocacy for CareFlight's mission and services.	
2. Coordinate and build CareFlight's volunteer program	
3. Recruit and support community fundraisers to stage events and other fundraising activities on behalf of CareFlight, in order to maximise donations to CareFlight and retain the support of the community fundraisers.	
4. Coordinate CareFlight's past patients' program	

Individual Essential and Desirable Criteria for this Position:**Essential**

- Excellent interpersonal skills
- Strong ability to connect, build and manage relationships with a broad range of external groups, individuals and internal stakeholders
- Demonstrated strong ability in communication skills, both verbal and written, including confidence in public speaking
- Previous successful experience in a community engagement, fundraising, sales or relationship development role
- Excellent administration, time management, organisation and planning skills, with attention to detail and ability to coordinate multiple projects simultaneously
- Competence and confidence with using a CRM database to record, report and analyse supporter/client information.
- Proficiency with all Microsoft Office programs including Word, Excel, PowerPoint, Teams and Outlook.
- Current Driver's Licence.

Desirable

- Tertiary qualifications in Fundraising, Marketing, Sales or related area.
- Previous experience within the not-for-profit sector

Role Responsibilities

- Meet or exceed required targets in securing donations, new and retained community groups and individual as fundraisers and advocates and other agreed KPIs.
- Coordinate enquiries and build relationships with community groups, such as clubs and societies, other interest groups and individuals.
- Promote, book and present talks on CareFlight to community groups and 3rd party events.
- Promote, book and lead tours of CareFlight bases and services
- Recruit, induct and assist with supervision of voluntary workers for selected CareFlight programs
- Recruit and support community fundraisers to stage their own events and other fundraising activities on behalf of CareFlight
- Receive enquiries and coordinate CareFlight's initial engagement with past patients of CareFlight services
- Maintain up to date and accurate donor data on CareFlight's CRM system (currently Raisers Edge).
- Prepare project briefs, plans and post-activity reports
- Assist the Head of Philanthropy, Philanthropy team and Fundraising team with other tasks as required.
- Intrastate travel is required on a regular basis and occasional interstate travel may be required
- Flexibility to regularly attend after-hours and weekend activities as required (reasonable time in lieu will be available)

In addition to the essential and desirable requirements for this position, you are expected to comply with the following:

- CareFlight's code of Conduct and Ethics (ref: HR-009)
- CareFlight's Behaviours and Competencies (ref: HR-046)
- CareFlight's Drug & Alcohol Management Plan (ref: QS-016)
- Your section's quality initiatives
- CareFlight's policies and procedures

Guiding Principles – Our Guiding Principles are based around our service to the community, excellence, unit and integrity, and they apply to all of our activities and people. You can find out more about our Guiding Principles in our Code of Conduct (ref: HR-009).

Performance Development

Your performance and development will be managed, with you, by your Responsible Manager on a continual basis. In addition to regular and ongoing support, coaching, guidance and feedback, you will participate in at least one Development Discussion each year. The first will follow after your probationary period. For further information on the Development Discussion process, speak to your manager or a member of the HR team.

As the incumbent of this position, I have read this Position Description and understand and agree to its contents.

I understand and accept that I must comply with the policies and procedures of CareFlight as well as uphold CareFlight's Guiding Principles. I also understand I am required to undertake work as determined by my manager.

Employee's name:	[candidate_name]	
Employee's signature:	[acceptance_status]	[acceptance_date]