



# POSITION *description*

<b>Position title</b>	Partnerships Coordinator
<b>Team</b>	Fundraising and Marketing
<b>Reports to</b>	Head of Partnerships
<b>Date effective</b>	March 2026
<b>Employment Type</b>	Full-time
<b>Location</b>	Lighthouse Youth Resource Hub – 13 Adolph St, Cremorne VIC 3121

## About Lighthouse Foundation

At Lighthouse we provide homes and therapeutic care programs to children and young people impacted by long term neglect, abuse and homelessness. Our focus is to create caring communities where children and youth can feel safe, form meaningful relationships and begin to heal from traumatic experiences. Our Lighthouse Homes, Foster and Family Care and In Community care environments ensure our support reaches the children and youth who need it, where they need it, for as long as they need it.

## Vision

To end youth homelessness, together.

## Mission

To provide children and young people who are homeless, or at risk of homelessness, with the care and support they need to heal and thrive. Through community collaboration and our evidence-based Lighthouse Model of Care, we create therapeutic homes and deliver tailored support programs to transform the lives of young people. We also educate and support foster carers and families in the same way, so they too can care for some of Australia's most vulnerable children.

## Values

Respect, Kindness, Courage, Collaboration

## Position overview

The Partnerships Coordinator plays a critical operational and stewardship role within Lighthouse's fundraising team focusing on our high-value corporate partnerships portfolio.

Reporting to the Head of Partnerships, this role will:

- Protect and strengthen existing partnership revenue
- Ensure consistent, high-quality partner experience
- Coordinate delivery of partnership commitments
- Support growth, renewals and upsell opportunities
- Support Head of Partnerships in fostering new partner prospects

This is a high-touch coordination and engagement role requiring strong relationship management, time and project management, communication and marketing capability.

The Partnerships Coordinator will also contribute to storytelling, campaign coordination, social media and partner communications to ensure Lighthouse partners are visible, engaging and impact driven.

## Role specific requirements

Area of responsibility	Activities (performance measured against activities during reviews)
<b>Corporate Partnership Stewardship &amp; Coordination</b>	<p>The goal is to deliver consistent, high-quality stewardship across all partnership tiers (Official, Supporting, In-Kind and Emerging Partners).</p> <ul style="list-style-type: none"> <li>• Act as a day-to-day contact for corporate partners</li> <li>• Coordinate regular check-ins and communication touchpoints</li> <li>• Maintain frequency of communication to develop trust</li> <li>• Support drafting and updating of MOUs and partnership agreements</li> <li>• Track deliverables, milestones and reporting deadlines</li> <li>• Ensure timely invoicing and renewal processes</li> <li>• Support upsells and tier-movement opportunities</li> <li>• Maintain accurate CRM records and partnership tracking</li> <li>• Accompany and support our CEO, Founder, Marketing and Fundraising Director or Head of Partnerships in speaking engagements, events or with Corporate Partners</li> <li>• Create and deliver meaningful engagement opportunities for partners.</li> <li>• Contribute to reporting throughout the year on partnership activity.</li> </ul>
<b>Partner Engagement &amp; Activation</b>	<p>This role ensures Lighthouse delivers on what is promised and partners feel valued, informed and connected.</p>



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- You will work closely with the other members of the Fundraising and Marketing team, the CEO and Founder, and support their efforts that involve direct engagement with partners.
  - Coordinate volunteering experiences (working bees, packing days, campaigns and community initiatives)
  - Plan and deliver partner engagement events and activations
  - Support delivery of fundraising campaigns linked to partners

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### **Impact Reporting & Communications**

- Provide consistent and professional communications regularly to key contacts
- Coordinate annual and interim partner Impact Reports
- Gather qualitative and quantitative inputs from Programs, Finance and Leadership
- Translate impact data into engaging, partner-ready materials
- Support preparation of presentations and partnership review Documents.

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### **Marketing, Storytelling & Social Media**

In collaboration with the Marketing team, the Partnerships Coordinator will:

- Draft partner recognition content for social media and EDMs
- Coordinate cross-promotion activity agreed within partnership agreements
- Support storytelling that highlights partner impact
- Assist in creating case studies and digital content
- Ensure partner brand visibility is accurate and aligned
- Support campaign content for Workplace Giving, fundraising campaigns, events and initiatives such as the Community Pantry
- This role requires confidence writing for digital audiences and an understanding of tone, audience engagement and brand alignment.

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### **Event Management & Campaign Coordination**

This is a key part of your role. You will have existing experience in Event Management and be able to support all the events of the Foundation, including those within the Corporate Partnership team and those planned by the Marketing Team.

- Support planning and delivery of events involving partners, including fundraising components
  - Creatively consider ways to fundraise with partners through events and engagement activities – some events are longstanding, others new
  - Contribute creative ideas for low-cost, high-impact engagement
  - Coordinate logistics, run sheets and follow-up of Lighthouse events.
  - Some evening/weekend work may be required. Time in Lieu applies.
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<b>Internal Liaison &amp; Cross-Functional Coordination</b>	<ul style="list-style-type: none"> <li>• Liaise between Partnerships, Care Programs, Finance and Marketing</li> <li>• Ensure internal teams are informed of partner commitments</li> <li>• Coordinate data, storytelling and logistics across departments</li> <li>• Contribute to strategic projects such as Lighthouse Community Pantry</li> </ul>
<b>Relationship Management (internal and external)</b>	<ul style="list-style-type: none"> <li>• Corporate partners/funders</li> <li>• Staff and Volunteers</li> <li>• The diverse Lighthouse community, including our children and young people, and past residents</li> </ul>
<b>Legal &amp; Regulatory Compliance</b>	<ul style="list-style-type: none"> <li>• You will maintain the FIA Code of Conduct for fundraising</li> </ul>

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### Organisational specific requirements

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<b>Organisational participation</b>	<ul style="list-style-type: none"> <li>• Attend and facilitate team meetings, trainings, whole staff meetings and planning days</li> <li>• Contribute to the implementation of reliable and predictable community events on the weekends</li> <li>• Contribute to collaborative practice across the organisation</li> </ul>
<b>Professional development</b>	<ul style="list-style-type: none"> <li>• Participate in regular supervision, professional development and review meetings</li> <li>• Attend regular group processes and trainings as required</li> <li>• Contribute to a culture that is reflective, inclusive and open</li> </ul>
<b>OH&amp;S</b>	<ul style="list-style-type: none"> <li>• Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and young people including following safe working procedures and instructions</li> </ul>
<b>Risk</b>	<ul style="list-style-type: none"> <li>• All Lighthouse staff are responsible for applying a continuous quality improvement approach to all tasks</li> <li>• Identify and communicate any risks in Care</li> </ul>
<b>CQI</b>	<ul style="list-style-type: none"> <li>• All Lighthouse staff are responsible for applying a continuous quality improvement approach to all tasks</li> </ul>
<b>Commitment to Lighthouse culture</b>	<ul style="list-style-type: none"> <li>• Staff are expected to participate in the processes and practices that uphold the Lighthouse culture</li> </ul>
<b>Commitment to trauma informed practice</b>	Staff are expected to:

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- Engage in personal and professional development to integrate their understanding and response to people and systems that have been impacted by trauma
  - Create or maintain a physical and emotional environment that promotes healing
  - Engage in conflict resolution processes when required
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## Performance Measurements

An annual work plan will be developed in line with the Position Description and Lighthouse Foundation's Annual Business Plan to measure performance.

Performance indicators include:

- Partner retention and renewal rates
- Delivery of partnership commitments
- Timeliness of reporting and communication
- CRM accuracy and tracking
- Contribution to revenue protection and growth
- Quality of marketing and storytelling outputs

## Authorities – Financial and People

- Seek approval for all unbudgeted expenses
- All other authorities listed under the Lighthouse Delegation of Authority policy

## Qualifications and Licences

- Tertiary qualification
- 2+ years' experience in a similar role
- Current driver's licence
- Criminal Records check
- Current Working with Children check

## Key Selection Criteria

### Essential

- 2+ years' experience in partnerships, fundraising, marketing or stakeholder engagement
- Strong written and verbal communication skills
- Demonstrated relationship management experience
- Project coordination and event management capability



- Experience drafting digital communications (EDMs, social posts, reporting summaries)
- High emotional intelligence and adaptability, with the ability to change messaging to suit a variety of diverse individuals.
- Work/life experience with a track record of successful communication and measurable positive outcomes.
- Prior experience in a similar role, or experience within a company in a partnership or engagement position.

### **Desirable**

- Experience in not-for-profit sector – corporate or funding team
- Experience with CRM systems
- Tertiary qualification in communications, marketing, business, fundraising or related field
- Social media coordination experience
- Basic graphic / digital content skills (Canva or similar)
- Storytelling is a key part of engaging with our corporate supporters, so communication skills in this area are highly valued.

## Employment conditions

- Full-time with flexible work practices available.
- Compliance with Lighthouse Foundation's Code of Conduct, including the Child Safe Code of Conduct, policies, and procedures.
- Lighthouse Foundation takes all reasonable steps to facilitate and maintain a safe environment for children, young people, and all participants of our service. It is for this reason that Lighthouse requires all potential employees to undergo a psycho-social assessment prior to confirmation of employment.
- Terms and conditions of employment are outlined in employment contracts.

**Note:** The requirements and responsibilities contained in this job description do not create a contract of employment and are not meant to be all-inclusive. They may be changed by the role manager during employment on an as required basis. Any significant or material changes need to be discussed and agreed by incumbent and manager before inclusion.

The role description should be reviewed formally during the annual planning and performance assessment process.

### Statement of Commitment to Child Safety

Lighthouse Foundation ensures that systems and accountabilities at every level of our organisation create an environment that prioritises the safety and well-being of every baby, child and young person in our care.

Our systems are targeted towards the prevention of abuse. We do this through robust recruitment and rigorous supervisory processes for every staff member and volunteer that comes into contact with our babies, children and young people. All staff, volunteers and young people are educated about how to recognise and report any concerns of abuse at Lighthouse Foundation.

We are committed to a thoughtful and protective environment that supports our babies, children and young people to feel safe and respected, and to build their capacity to feel deeply cared for and important to other human beings.

Threaded through all our processes is a commitment to the cultural safety of our babies, children and young people. We are inclusive and attuned to those from Aboriginal and Torres Strait Islander heritage, culturally and/or linguistically diverse backgrounds, the LGBTQI community, and babies, children and young people with a disability.