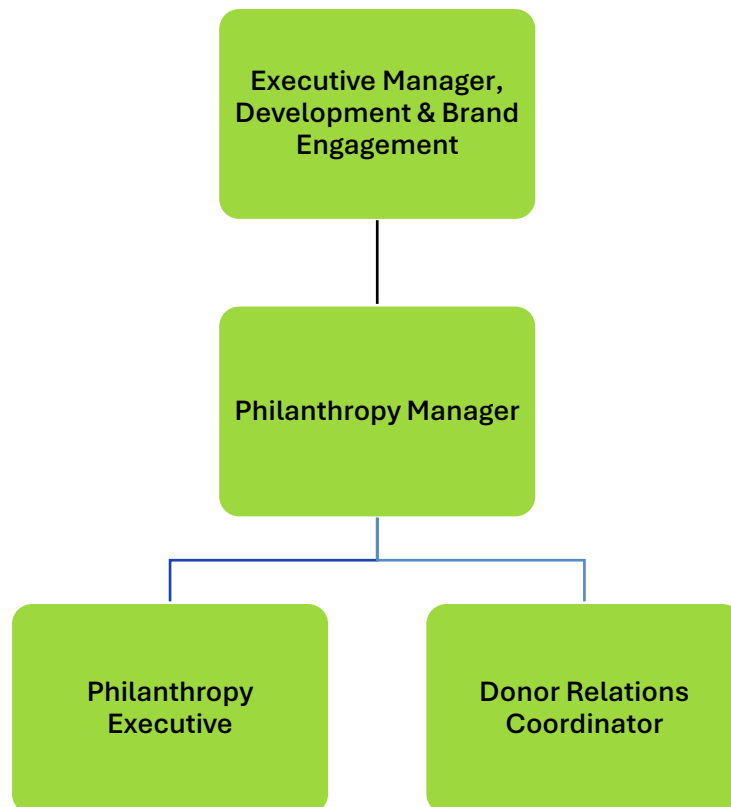


## Success Profile – Donor Relations Coordinator

This Success Profile adds to the overall value and success of the organisation by outlining the relevant ‘ingredients’ needed for exceptional performance in any given role. Ronald McDonald House WA empowers its employees and employers through establishing clarity around expectations.

<b>Job Title:</b>	Donor Relations Coordinator	<b>Reports to:</b>	Philanthropy Manager
<b>Chapter:</b>	WA	<b>Role Type:</b>	Team Member
<b>Location:</b>	Perth	<b>Direct Reports:</b>	0

Relevant portion of the organisational structure:



## Position Purpose

The purpose of the Donor Relations Coordinator role is to assist the Philanthropy Manager and the Philanthropy Executive in driving Ronald McDonald House WA's donor fundraising program as part of the overall Development and Marketing strategic plan, ensuring the delivery of strategic fundraising priorities, supporting growth in revenue from donors.

Strategy and Planning	Success Indicators
<ul style="list-style-type: none"> <li>• Contribute to the annual donor income and expenditure targets.</li> <li>• Work with the Philanthropy Manager and Philanthropy Executive to plan effective, strategic, and impactful individual donor giving programs, in particular helping to grow our yearly appeals.</li> <li>• Support the Philanthropy Team in the development of strategies to encourage new and increased contributions from individual donors.</li> <li>• <b>Tools:</b> Asana (Project Management)</li> </ul>	<ul style="list-style-type: none"> <li>• Adherence and delivery of agreed fundraising strategic objectives.</li> <li>• Deliver meaningful individual giving programs in adherence to our values.</li> </ul>
Fundraising Revenue	Success Indicators
<ul style="list-style-type: none"> <li>• Contribute to annual income targets through Appeals, Donor Individual Giving and Regular Giving Programs.</li> <li>• Represent the Philanthropy team as our first point of contact, responding to queries promptly and developing relationships with individual donors via email, over the phone and face to face to provide professional support with fundraising.</li> <li>• Support the process of timely invoicing and receipting with the Finance team.</li> <li>• Provide excellent proactive stewardship to Donors through professional and timely communications, accurate data entry and record keeping.</li> <li>• Provide regular reports to Philanthropy Manager on results of individual donor giving activities.</li> <li>• Support the Philanthropy Manager, assisted by the Philanthropy Executive, in the forecast and expenditure budgeting process.</li> <li>• Support the Philanthropy Manager with other fundraising duties as required.</li> <li>• Support the broader Development and Marketing team with the sale of merchandise, participation in fundraising events and attending fundraising and stewardship events as required.</li> <li>• <b>Tools:</b> Asana (Project Management), Salesforce CRM.</li> </ul>	<ul style="list-style-type: none"> <li>• Meeting of agreed fundraising targets and objectives across assigned programs.</li> <li>• Maintaining positive and professional relationships with individual donors</li> <li>• Development of new supported relationships across the portfolio to increase fundraising and donations to Ronald McDonald House WA</li> <li>• Timely and accurate completion of related administrative tasks</li> </ul>

Gift Acknowledgment, Stewardship and Record Keeping	Success Indicators
<ul style="list-style-type: none"> <li>Support the planning, setup and execution of engagement plans, stewardship of pledges and gift acknowledgements.</li> <li>Assist with the coordination of stewardship events, including planning, scheduling, logistics, and on the day execution as required.</li> <li>Assist with the development of stewardship tools and communications.</li> <li>Contribute to progress updates and monthly engagement and stewardship management reporting.</li> <li>Ensure consistent promotion of the Ronald McDonald House WA brand and messaging in line with brand guidelines.</li> <li><b>Tools:</b> Asana, Salesforce CRM.</li> </ul>	<ul style="list-style-type: none"> <li>Donor and prospect engagement plans, and associated tasks are consistently accurate, up-to-date, and compliant with stewardship expectations.</li> <li>Gift acknowledgements and stewardship actions are delivered promptly, strengthening donor trust and long-term relationships.</li> <li>Be a positive team member who champions the Ronald McDonald House brand and supports a collaborative, values driven environment.</li> </ul>

Work Health & Safety	
<ul style="list-style-type: none"> <li>Ronald McDonald House WA must identify and comply with relevant State or Territory Laws including the Commonwealth or State/Territory legislation on:</li> <li>WHS, workplace harassment, victimisation and bullying; anti-discrimination, including racial vilification, disability discrimination; vocational education and training; and apprenticeships and traineeships</li> <li>Assist to identify hazards, assess risk and implement control strategies to minimise risk of injury to people and property</li> <li>Encourage consultation in addressing safety issues.</li> <li>Be a positive contributor and advocate on safety information and training, if and when necessary</li> </ul>	<ul style="list-style-type: none"> <li>Any WHS incidents are reported accurately to the relevant state insurer, in line with legislation timing</li> <li>A proactive approach is taken to WHS and prevention of accidents and injuries in the workplace</li> </ul>
Safeguarding Children and Young People	
<p>All employees and volunteers are required to uphold the safety and wellbeing of all children and young people accessing our service by:</p> <ul style="list-style-type: none"> <li>Complying with the Ronald McDonald House SCYP Framework to ensure high child safety standards, including preventing, identifying, and reporting abuse.</li> <li>Maintaining a zero-tolerance approach to any form of child abuse.</li> <li>Creating a safe and supportive environment where children and young people feel valued, heard, and empowered.</li> <li>Complying with all relevant child safety legislation, policies, and procedures</li> <li>Continuously maintaining required working with children check and police clearances whilst employed at Ronald McDonald House WA</li> </ul>	
Confidentiality and Professionalism	
<ul style="list-style-type: none"> <li>Ensure all information related to employees, families and organisational matters are kept absolutely confidential</li> <li>Act professionally and represent Ronald McDonald House WA with dignity and respect at all times to internal and external staff and stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Confidentiality is maintained at all times</li> </ul>

- Adherence to Ronald McDonald House Western Australia’s privacy policy and statement
- Ensure that conflicts of interest are disclosed as they become apparent

**Additional Requirements for this position:**

- Current state-based Working with Children Check
- National Police Clearance
- Some out of hour’s work may be required
- Other duties as required from time-to-time

**Knowledge, Skills and Education**

**Qualifications & Training**

Required: Driver’s license (A class); Proficient in Microsoft Office suite of products including Excel

Desirable: Tertiary qualifications in fundraising, marketing, communications, or a related field

**Experience & Skills**

**Essential:**

- Fundraising experience
- Experience with CRM (Salesforce or equivalent)
- Confident in dealing with people from diverse backgrounds
- Strong written and verbal communication
- Proficient computer skills across the Microsoft suite
- Organised and working accurately with close attention to detail
- Ability to use initiative, take direction and work with minimum supervision
- Confident ‘people person’, always ready and aware to assist supporters and donors
- Ability to multitask and prioritise with sound organisational, planning and time management skills
- Ability to work as part of a team or independently, when required
- Ability to problem solve

**Desirable:**

- Experience in the Non-for-Profit sector
- Working in other charitable environments, ideally involving families and children
- Experience with Asana Project Management Software

Competency	Description	Behavioural Indicators
<b>Family Focused</b>	Commitment to identify families' needs and continually seek to provide the highest quality programs and services in meeting these needs.	<ul style="list-style-type: none"> <li>✓ Goes that 'extra mile' to service families</li> <li>✓ Looks for opportunities to improve experiences for families</li> <li>✓ Persists when challenges &amp; difficulties arise</li> </ul>
<b>Leadership &amp; decision making</b>	<p>Leadership is working in a collaborative way to identify needed change, creating a vision to guide the change through inspiration, and executing the change in tandem with committed people within the Charity.</p> <p>Decision making is about forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for outcomes &amp; results.</p>	<ul style="list-style-type: none"> <li>✓ Understands how their own and their teams work contributes to meeting organisational goals and objectives</li> <li>✓ Shows consideration for wider organisational implications of personal work</li> <li>✓ Seeks opportunities to develop, taking responsibility for own personal development plan</li> </ul>
<b>Communication</b>	The ability to be comfortable using a broad range of communication styles, and choose the most appropriate, effective way to communicate to different audiences in diverse situations.	<ul style="list-style-type: none"> <li>✓ Speaks &amp; writes clearly and succinctly using appropriate language that is easy to understand</li> <li>✓ Considers target audience adapting style &amp; communication method accordingly</li> <li>✓ Communicates information as required, listens and shares ideas</li> </ul>
<b>Relationships &amp; Collaboration</b>	Building collaborative relationships is the ability to develop, maintain, and strengthen partnerships with others inside and outside the organisation who can provide information, assistance, and support to help us achieve our Mission and Goals.	<ul style="list-style-type: none"> <li>✓ Builds rapport quickly with people at all levels &amp; backgrounds</li> <li>✓ Actively listens to others</li> <li>✓ Makes others feel comfortable and respected by being positive &amp; friendly</li> </ul>
<b>Continuous Improvement</b>	Continuous improvement means to take pride in your work and strive for excellence to achieve the best possible results. This requires the acquisition and application of new knowledge, skills and experiences.	<ul style="list-style-type: none"> <li>✓ Supports various change management activities</li> <li>✓ Proposes and implements creative and innovative solutions in their work area or organisation</li> <li>✓ Works cooperatively with others to produce &amp; implement innovative solutions</li> </ul>

### Values and Behavioural Expectations

- Uphold the organisational values and culture through personal conduct, work performance and interactions with others
- Behave with personal integrity and ethical standards and demonstrate honesty, loyalty and commitment in regards to self and Ronald McDonald House WA
- Optimise team effectiveness through cooperative behaviour with others and supporting the success of the Ronald McDonald House WA team and Ronald McDonald House Australian and Global Systems

- Understand and comply with child protection monitoring and reporting requirements
- Understand and comply with the Ronald McDonald House WA safety culture & Safety Management Systems
- Take reasonable care for the health and safety of themselves and others
- Report hazards and incidents and participate in risk management as required

Values	Living our Values
Compassion – Feel It!	<ul style="list-style-type: none"> <li>• We lead with compassion</li> <li>• Provide a safe environment for people to be themselves</li> <li>• Respect boundaries</li> <li>• Embrace, appreciate and value different cultures</li> <li>• Value wellness and safety of families, staff and volunteers</li> <li>• Make their day!</li> </ul>
Respect – Do it!	<ul style="list-style-type: none"> <li>• We are deeply respectful</li> <li>• Enable connection and participation</li> <li>• Welcome responsibility and show initiative</li> <li>• Focus on sustainable practices</li> <li>• Share responsibility for a safe working and living space</li> <li>• Be one united team!</li> </ul>
Integrity – Live it!	<ul style="list-style-type: none"> <li>• We act with integrity</li> <li>• Maintain high moral standards</li> <li>• Honour our commitments</li> <li>• Communicate openly and honestly</li> <li>• Respect confidentiality</li> <li>• See something, say something!</li> </ul>
Commitment – Own it!	<ul style="list-style-type: none"> <li>• We are firmly committed</li> <li>• Work as a team and have fun together</li> <li>• Encourage and support each other</li> <li>• Keep our thoughts, words and action positive</li> <li>• Be solutions focused</li> <li>• Be passionate, energetic and enthusiastic!</li> </ul>

This Success Profile is agreed by (please sign):

Manager: .....

Date: .....

Position Holder: .....

Date: .....