



Position Title:	Donor Care Coordinator
Program:	Partnerships and Engagement
Band:	A
Salary:	Stream 5, Level 4
Date:	June 2026

ROLE PURPOSE

The Donor Care Coordinator plays a key role within the Partnerships and Engagement team, working closely across Marketing, Philanthropy, Events and Data. As the first point of contact for Berry Street Yooralla supporters, this role delivers high-quality, responsive service while supporting fundraising campaigns and activities.

With a strong donor-centric focus, the role is responsible for enhancing supporter engagement and retention through best-practice donor care.

The position also leads the coordination and continuous improvement of supporter care processes and acts as a custodian of donor data within the CRM, ensuring accuracy and enabling effective, personalised communication across all touchpoints.

PRIMARY OBJECTIVES

The primary objectives of the role are to:

- Deliver supporter care via phone, email and written correspondence, including handling all supporter enquiries and capturing supporter feedback.
- Process donations end-to-end (sorting, coding, importing, banking, receipting) across different payment methods.
- Maintain accurate CRM data, including supporting with database hygiene and importing data from third-party suppliers as required.
- Assist with financial reconciliation of donation income and reporting
- Maintain operational administration (batch filing, archiving, office supplies, paperwork) to support team efficiency
- Identify and implement process improvements; document and maintain written procedures for all fundraising processes.
- Provide day-to-day problem solving for the team and supporters (CRM, website and other communication channels).
- Support the Fundraising team across campaigns including appeals, regular giving and community fundraising

REPORTING RELATIONSHIPS

This role reports to the Head of Fundraising who will provide oversight and support.

This role works in a small Fundraising team, as well as working closely with others within Marketing, Philanthropy and Data/Analytics.

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Code of Conduct, which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement.
- Raise all health, safety, and wellbeing issues or concerns with managers, observe all safe work procedures and instructions, and take reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner.
- Participate in regular supervision, performance planning and review processes and probationary reviews.
- Complete mandatory training within designated timeframes.
- Berry Street Yooralla is committed to service delivery that prioritises and celebrates diversity and inclusion. Every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality, or religion.
- Berry Street is committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify as LGBTIQ+.

ROLE RESPONSIBILITIES

Specific responsibilities, duties and tasks

<p>Supporter Care</p>	<ul style="list-style-type: none"> • Coordinate the Berry Street Yooralla supporter care program with a customer-led approach to maximise results and retention. • Act as the first point of contact for Berry Street supporters via telephone, triaging and managing enquiries appropriately, including passing on potential major donor and bequest prospects to relevant Relationship Managers. • Manage and monitor the Berry Street Yooralla donor inbox, ensuring timely, friendly and appropriate responses to all enquiries, complaints and feedback. • Develop programs and content to continually improve supporter satisfaction using insights based on supporter feedback and behaviour. • Ensure that all supporter activity and enquiries (mail, email, phone, online and face-to-face) are recorded accurately in the CRM according to best practice and agreed procedure. • Ensure all donors are properly acknowledged for their contributions. This includes timely receipting and thank you calls. • Respond to inbound community fundraising enquiries, provide fundraiser templates and packs, and follow up to maximise retention and procure raised funds as required.
<p>Database</p>	<ul style="list-style-type: none"> • Complete one off and regular gift processing and associated processes • Ensure supporter records are added and maintained in the database according to procedure • Maintain supporter care database procedure documentation. • Work with the Data team to develop process improvements
<p>Stakeholder Relationships</p>	<ul style="list-style-type: none"> • Work closely and proactively with stakeholders across Partnerships and Engagement to deliver best-practice donor care • Build strong relationships with internal stakeholders and external partners and suppliers to drive excellent results and deliver value for Berry Street Yooralla. • Help facilitate a positive and values-led culture across Partnerships Engagement.
<p>Projects & Processes</p>	<ul style="list-style-type: none"> • Design and implement effective supporter care processes to maximise and leverage opportunities with the supporter base including facilitating donors up the fundraising pyramid. • Provide support with fundraising campaigns as required

Reporting	<ul style="list-style-type: none"> Develop and report on key performance metrics across supporter care activities, including inbound and outbound call log, declines and enquiries, complaints and feedback trends as well as specific campaign metrics where relevant.
Other	<ul style="list-style-type: none"> Other duties as required.

KEY SELECTION CRITERIA knowledge, skills, and abilities required to fulfil the role

- Excellent communication skills (including written and verbal) with the ability to convey information clearly and adapt style to suit different audiences.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Excellent customer service skills with an authentic and empathetic phone manner
- Meticulous attention to detail and professionalism
- Strong time management skills and ability to meet deadlines and handle multiple tasks in quick succession
- Understanding of finance and banking systems to support donation processing.
- Demonstrated ability to update and maintain a Customer Relationship Management database.
- Team player, collaborative, with a 'can do' solutions-oriented attitude.
- Proficiency in MS Office (Excel, Outlook, Teams, Word and Sharepoint).

QUALIFICATIONS AND OTHER MANDATORY REQUIREMENTS

- Demonstrated experience in customer service
- Demonstrated experience working with Microsoft Dynamics CRM or other CRM
- Proficiency in MS Office (Excel, Outlook, Teams, Word and Sharepoint)
- Skilled at data entry, both speed and accuracy
- Staff members must hold a valid WWCC and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

HIGHLY DESIRABLE

- Experience working in a high performing fundraising team

OUR VALUES

We expect all staff to apply these Values in all aspects of their work.

Courage: to never give up, maintain hope and advocate for a 'fair go.'

Integrity: to be true to our word.

Respect: to acknowledge each person's culture, traditions, identity, rights, needs and aspirations.

Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used wisely.

Working Together: to collaborate with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.

Berry Street Yooralla is committed to being a child safe, child friendly and child empowering organisation. **In everything we do we seek to protect children**

INHERENT REQUIREMENTS OF WORK ACTIVITIES/ENVIRONMENT

The following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Client Facing and Service Delivery	Work with clients who may have a physical, psychiatric, or sensory disability.	Occasional
	Interact with clients and members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Occasional
	Work with complex clients which may expose you either directly or vicariously to emotionally challenging concepts such as self-harm, trauma, illegal activity and/or violence.	Occasional
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Not Applicable
	Work in a client's home or their family home alone and/or with others.	Not Applicable
	Represent, advocate, and cooperate with legal processes which may include attendance to court.	Not Applicable
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in different geographic locations.	Occasional
	Be exposed to all outdoor weather conditions.	Occasional
	Work via computer from home as required.	Regular
	Work office hours with the possibility of extended hours. Flexible arrangements by agreement.	Occasional
	Work rostered hours with the possibility of overtime.	Not Applicable
	Work on-call after hours.	Not Applicable
	Work in an open plan office with no assigned desk.	Daily
	Work in buildings which may require the use of stairs or elevators.	Regular
	Sit at a computer or in meetings/meeting rooms via video conference facilities or in person for extended periods.	Daily
	Work in educational or community facilities.	Regular
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasional
	Undertake training and professional development activities both internal and external to the organisation.	Regular
	Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, data entry, writing reports, case notes/plans and client records. Manage resources and budgets. Research and analyse information and data.
Use technology including computers, photocopiers, telephones including mobiles, projectors, televisions, video conference facilities and electronic whiteboards.		Daily