

Fundraising and Engagement officer Position Description

This position description lists the responsibilities of the position of Fundraising and Engagement Officer and then describes the duties that the person holding the position would undertake to meet those responsibilities. Additionally, the position description describes how the person is accountable to the position, and to whom.

Position overview

Position Title: Fundraising and Engagement Officer		
Position summary: The Fundraising and Engagement Officer plays a central role in sustaining and growing First Step's philanthropic income, donor engagement and organisational profile. Reporting to the CEO, this position is responsible for the day-to-day management of grants, donor communications, fundraising systems and engagement activities that underpin First Step's fundraising success. Working closely with the CEO, the Fundraising and Engagement Officer will support the organisation's philanthropic priorities while maintaining existing systems, embrace emerging technologies such as AI, and strengthen the long-term sustainability of First Step's fundraising and engagement activities.		
Classification: Wage by negotiation	Appointment status: Part-time	Authorisation: Chief Executive Officer
Reports to: CEO		Direct reports: Nil
Location: This role will take place at First Step (18 Mitford St, St Kilda).		

About First Step

First Step is a specialist centre for integrated care – medical, mental health and substance use – with an embedded community legal service. Operating in inner Melbourne, we deliver more than 14,000 bulk-billed or otherwise funded appointments each year to over 1,600 people. Our multidisciplinary team includes doctors, psychologists, nurses, peers, psychiatrists, care coordinators, lawyers and social workers, working side-by-side to support people with co-occurring needs such as substance use, trauma and mental distress.

Our fundraising program supports client care, strategic initiatives and financial sustainability.

First Step's vision:

A community where people who use drugs and alcohol and people living with mental distress can live well, be safe and be supported.

Our mission:

Ensure people seeking support for alcohol and other drugs or mental distress get all the help they in need in a welcoming, hope-filled environment.

Provide an integrated community of care and support, maximising each person's agency, resilience and connection.

Skills, Qualifications and Experience

Minimum qualifications

- Relevant tertiary qualification in communications, fundraising, marketing, public relations, business, community development, nonprofit management or a related discipline; or
- Demonstrated equivalent experience in fundraising, philanthropy, grant management or stakeholder engagement.

Essential skills and experience

Fundraising and Grants

- Preparing high-quality grant applications and funding submissions.
- Managing grant calendars, reporting requirements and acquittals.
- Building and maintaining productive relationships with trusts, foundations and philanthropic partners.
- Identifying funding opportunities aligned with organisational priorities.

Donor Engagement

- Managing donor communications and stewardship activities.
- Supporting donor onboarding and retention.
- Assisting with initiatives that grow First Step's donor community.

Communications and Engagement

- Excellent written communication with the ability to translate complex programs into compelling fundraising narratives.
- Experience developing content across digital channels including websites, newsletters and social media.
- Confidence delivering straightforward fundraising and awareness campaigns.

Systems and Administration

- Excellent organisational skills with strong attention to detail.
- Experience using CRM systems, donor databases or marketing automation platforms (experience with NationBuilder is highly desirable).
- Ability to establish efficient workflows, templates and documentation.
- Strong project management and time management skills.

Technology

- Demonstrated willingness to adopt emerging technologies, including AI, to improve efficiency, research, content development and fundraising practice.
- Confidence learning and implementing new digital tools.

Collaboration

- Capacity to manage multiple competing priorities while meeting deadlines.

Desirable

- Ability to create engaging communications using platforms such as Canva or similar design tools.
- Ability to work collaboratively with senior leaders, clinicians and program staff to identify funding priorities and communicate organisational impact.

Personal attributes

- Commitment to First Step's mission and values.
- Exceptional integrity and professionalism.
- Initiative and curiosity, with a continuous improvement mindset.
- Strong interpersonal skills and the ability to build trusted relationships.
- Excellent judgement and discretion when working with confidential information.
- Creativity balanced by sound organisational discipline.
- A collaborative approach that values teamwork across clinical and corporate functions.
- Resilience and adaptability in a dynamic environment.
- A genuine interest in communicating stories of impact while maintaining the dignity and privacy of the people we serve.

Duties, outcomes, accountabilities and measures

Duties and Outcomes	Accountabilities and Measures
1. Grants and Philanthropic Funding Maintain a high-quality grants program that supports organisational priorities.	a. Maintain an annual grants calendar and funding pipeline. b. Prepare high-quality grant applications with program staff and the CEO. c. Ensure all grant reports and acquittals are submitted accurately and on time. d. Develop and maintain productive relationships with trusts, foundations and philanthropic partners. e. Research and identify new funding opportunities aligned with organisational priorities.
2. Donor Engagement and Communications Build and maintain meaningful relationships with supporters and donors.	f. Coordinate donor onboarding, stewardship and regular communications. g. Maintain donor records within NationBuilder (or successor CRM). h. Support growth of the Next Step Fund. i. Assist with partnership-based fundraising initiatives and donor engagement activities. j. Produce newsletters, annual giving communications and donor updates for fundraising and engagement purposes.
3. Organisational Storytelling and Public Engagement Communicate First Step's work and impact to external audience	k. Develop compelling fundraising narratives and impact stories. l. Maintain an active organisational presence across social media and digital channels for fundraising and engagement purposes. m. Produce website and communication content consistent with First Step's brand. n. Create digital assets using Canva or similar software. o. Support straightforward fundraising and awareness campaigns

4. Systems, Innovation and Continuous Improvement Ensure fundraising systems are effective, documented and continually improved.	p. Maintain accurate fundraising databases and CRM records. q. Maintain and improve templates, workflows and documentation to improve organisational capability. r. Identify opportunities to use AI and other digital tools to improve fundraising efficiency. s. Monitor fundraising performance and prepare reports for the CEO and Leadership Team. t. Contribute to continuous improvement of fundraising systems and processes.
5. Collaboration and Organisational Contribution Work collaboratively across First Step to support organisational objectives.	u. Work closely with the CEO to identify funding priorities. v. Collaborate with program staff to gather information and demonstrate impact. w. Represent First Step professionally with external stakeholders. x. Contribute positively to First Step's culture and strategic objectives. y. Undertake other duties consistent with the role as reasonably directed by the CEO.

Acknowledgement

Please confirm that you have read and understood this position description:

Name

Signature

Date