

POSITION DESCRIPTION

Community Engagement Coordinator

PRIMARY PURPOSE

The Community Engagement Coordinator is responsible for supporting the Philanthropy and Communications Manager to nurture and manage our relationships with community stakeholders, including our relationships with individuals, corporates and community members who support us in a range of ways and who attend our annual events. The Coordinator will also provide support to the Manager for communications and relationship management with people and organisations wishing to raise funds on our behalf. Mary's House Services runs a limited number of in-house events annually – the Coordinator plays a pivotal role in the planning, coordination and management of events, with the support of the Philanthropy team, other staff and volunteers.

POSITION IN CONTEXT

- The team is managed by the Philanthropy Director.
- Joining a growing team, currently six members.
- Extensive engagement with community supporters, especially those fundraising for us and attending or supporting events; engagement with corporate supporters.

RESPONSIBILITIES

- Grow and manage community fundraising initiatives (in-house and third party):
 - in-house: our key annual events are the Mary's House Walk and a gala lunch or dinner. We also run smaller initiatives from time to time, such as raffles and the occasional golf day.
 - third party examples: e.g. (community organisations, community-based clubs such as Rotary, school and parent groups, cultural and place-based groups, sports clubs) and businesses (e.g. corporates, venues, councils) community members (e.g. supporters celebrating an occasion and asking guests to donate to us or kindly fundraising on our behalf or running events); the Coordinator is responsible for efficient management and support for these initiatives and relationships, and all related communications
- Work closely with the Philanthropy and Communications Manager to manage existing community supporter relationships.
- Research and develop a pipeline of new community supporter relationships to attract new donors and deepen community engagement with our purpose.
- Coordinate and support the recruitment of volunteers who support in-house or community fundraising events.
- Provide high-level administrative and communications support for the Director of Philanthropy's, Manager's and the CEO's engagement with community fundraising supporters and corporate supporters.
- Maintain and develop communications for community fundraising initiatives (on our website, on socials, in print or as required).
- Ensure brand is represented consistently in community fundraising and at all events.
- Provide reports to the Manager on results of community fundraising and events.
- Coordinate and update information on fundraising platforms such as *Raisely*, related

to community fundraising.

- Adhere to and support our brand and core messaging in all activities.
- Record information in the CRM database about community fundraising, engagement, corporate relationships and events.

Essential Attributes

- Working with Children Check.
- Police Check.
- Willingness to work outside normal business hours occasionally, such as for an evening event (time in lieu offered).

Essential Skills and Experience

- Experience in community relations and/or communications and/or event management, or experience in roles requiring skills that are transferable to this context.
- Proficiency in using *Microsoft Office Word* and *PowerPoint*, and experience using a CRM database or similar.
- High-level interpersonal and relationship-building skills, a warm and friendly disposition, and an interest in collaborating with a wide range of community stakeholders.
- Demonstrated (through prior roles) strong administration and organisational skills and attention to detail in communications.
- Good time management, prioritisation skills and an ability to work autonomously.
- Proficient editing and proofreading skills for written communications.
- Ability to learn to use new software related to fundraising, such as *Raisely*.
- Confidence and ability to:
 - provide excellent service and communicate gratitude to donors, guests and all partners,
 - speak publicly if required, to call potential partners, manage volunteers at an event and respond to enquiries, and
 - in the context of events or telephone calls, identify potential donors, seek financial and in-kind support, sell raffle tickets and similar.

Desirable skills and experience

- Experience using online event ticketing software such as *Humanitix*, *Eventbrite* or similar.
- Experience using software related to communications such as *Canva*.
- Previous experience working in a not-for-profit organisation or in a context involving fundraising.

KEY PERFORMANCE INDICATORS

- Sustains excellent relationships with existing and new community fundraising supporters.
- Efficiently manages in-house events and efficiently coordinates, engages and supports organisers of community fundraising events.
- Maintains excellent relationships with volunteers who support community fundraising and

in-house events.

- Collaborates effectively with team members to support revenue growth through community engagement.
- Responsive and effective support for the Manager's communications with corporate supporters.
- Sustainably increases the number of community fundraising initiatives and the income from community fundraising.

Employee Value Proposition

When you work at Mary's House Services:

- you play an important role in addressing a national crisis; your work supports women and their children to live free from domestic and family violence,
- you work with colleagues who champion gender equality, celebrate diversity and advocate for everyone's right to live in safety,
- at the heart of your work are respect, empathy, kindness, and giving people control over their choices,
- your wellbeing at work is always a priority; frontline workers are provided with individual supervision, and
- you are paid fairly, provided with above-award leave benefits, and you can salary-package, further increasing your take-home pay.

Commitment to Child Safety

At Mary's House Services, every child has the right to be safe and feel safe. We commit to the safety and wellbeing of every child we engage with and every child in our care. As a child-safe organisation, we educate everyone involved in our organisation about what it means to be a child-safe organisation, so that we can prevent, detect, and effectively respond to child abuse. We ensure everyone involved in our organisation knows how to appropriately respond to complaints, allegations, disclosures, and breaches of our Child Safe Code of Conduct.