

Position Description

Fundraising and Partnerships Manager

Lifeline Sydney & Sutherland

October 2026

Agreement

Signed–Manager

Signed–Employee

Date

Date

1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to conceive, develop and deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed.

Our vision is: "...doing all the good we can because every life matters".

Out of Christian love and compassion we are driven by Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Our strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our organisation.

The range of community services we provide is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

2. Overview and purpose of Lifeline Sydney & Sutherland

The purpose of Lifeline Sydney & Sutherland is one of 42 accredited Lifeline Centres across Australia, providing critical support to more than 40,000 people each year through the 13 11 14 crisis support service. Lifeline is a trusted name in mental health and crisis intervention, synonymous with hope and help for those experiencing distress. We take pride in this responsibility and actively engage with our community wherever our expertise can make a meaningful difference.

It achieves its purpose by connecting with key community sectors to strengthen relationships and awareness; building long-term partnerships across the region to enhance service reach; and maintaining a strong volunteer base through multiple recruitment and training intakes annually.

Services include telephone crisis support, suicide bereavement support groups, and mental health and well-being education. As part of Wesley Mission's suicide prevention initiatives, Lifeline Sydney & Sutherland continues to expand its volunteer network and broaden its suite of community support services.

Its work is inspired by the organisation's vision, guided by its mission, informed by its strategy and underpinned by its values.

3. Purpose of role

The purpose of the role is to lead the development and delivery of fundraising, philanthropy and strategic partnership activity that strengthens the financial sustainability, profile and community impact of Lifeline Sydney & Sutherland. The role builds trusted, long-term relationships with

individuals, philanthropic organisations, corporate partners, trusts and foundations, community organisations and other supporters, creating meaningful opportunities to invest in local suicide prevention and crisis support services.

Working closely with the Group Manager and relevant Wesley Mission corporate teams, the role owns a coordinated fundraising and partnerships pipeline, develops income strategies, leads donor and partner stewardship, prepares compelling proposals and cases for support, and delivers campaigns, appeals, sponsorships and events. The role is accountable for income planning, forecasting, reporting, relationship progression and the quality of the supporter experience.

The role provides specialist fundraising and partnerships leadership across Lifeline Sydney & Sutherland while operating within approved delegations, budgets and organisational frameworks. All activity must be ethical, evidence-informed, appropriately approved, and aligned with Wesley Mission and Lifeline's mission, values, brand, privacy requirements, financial controls, and risk settings.

4. Relationships

Reports to:	Group Manager, Lifeline Sydney & Sutherland
Key relationships:	Internal: Lifeline Sydney & Sutherland staff and volunteers; Wesley Suicide Prevention Services; Wesley Mission fundraising, communications, finance, legal, risk and governance teams. External: Lifeline Australia Fundraising, current and prospective donors; trusts and foundations; corporate and community partners; event supporters; local organisations; relevant sector and community networks.
Industrial instrument:	Social, Community, Home Care and Disability Services Industry Award-SCHADS

5. Major role responsibilities

5.1 Our clients

- Keep people who use Lifeline services at the centre of fundraising narratives, ensuring communications are respectful, accurate, safe and consistent with privacy and safeguarding expectations.
- Develop compelling, trauma-aware cases for support that clearly explain community need, service impact and opportunities for donors and partners to contribute.
- Strengthen community awareness and engagement by clearly communicating Lifeline Sydney & Sutherland's local role and impact.
- Ensure lived experience stories, testimonials and service information are used only with appropriate consent, approval and care.

5.2 Our People

- Build productive relationships with Lifeline Sydney & Sutherland staff and volunteers to identify fundable priorities, impact stories and partnership opportunities.
- Provide specialist fundraising and partnerships advice, tools and guidance to staff, volunteers and event supporters.
- Coordinate effectively with Wesley Mission fundraising, communications, finance and other corporate teams to avoid duplication and ensure organisational alignment.
- Promote a supportive culture through respectful communication, collaboration, accountability and recognition of contributor and volunteer effort.

5.3 Our Fundraising, Philanthropy and Strategic Partnerships

- Lead the development, implementation and annual review of an integrated fundraising and partnerships strategy aligned with Lifeline Sydney & Sutherland service priorities, approved budgets and Wesley Mission strategy.
- Establish and manage a diversified income portfolio across philanthropy, major gifts, trusts and foundations, corporate partnerships, sponsorship, grants, appeals, workplace giving, community fundraising, events and other approved channels.
- Build, qualify and actively manage a robust pipeline of prospective donors and partners, with clear relationship stages, priorities, next actions, income potential and conversion plans.
- Cultivate, solicit and steward donors and partners through tailored engagement, compelling asks, timely acknowledgement, recognition, impact reporting and renewal strategies.
- Develop high-quality cases for support, expressions of interest, grant applications, funding proposals, partnership briefs, sponsorship packages, donor reports and acquittals.
- Lead partnership development from initial research and value proposition through negotiation, internal approval, activation, review and renewal.
- Coordinate fundraising campaigns, appeals, community fundraising activity and events, ensuring clear objectives, budgets, approvals and evaluation.
- Prepare research, briefing materials, meeting plans, proposals and follow-up actions for major donor, philanthropic and strategic partner engagement involving senior leaders.
- Identify and develop multi-year funding and sustainable partnership opportunities aligned with demonstrated community need and service priorities.
- Maintain accurate donor, prospect and partnership records in approved systems, including consent, contact history, relationship stage, next actions, commitments and restrictions.
- Represent Lifeline Sydney & Sutherland professionally at donor, partner, community and sector meetings and events as required.

5.4 Our Operations, Compliance and Risk

- Ensure fundraising and partnership activity complies with applicable legislation, fundraising authority requirements, organisational policies, privacy obligations, donor intent and ethical practice.
- Follow Wesley Mission approval pathways for communications, brand use, contracts, sponsorships, grant submissions, events and public-facing activity.
- Conduct appropriate due diligence and identify conflicts of interest, reputational risks, restricted funding conditions and partnership risks for escalation.
- Maintain a forward calendar of submissions, commitments, acquittals, campaigns, activations and stewardship activity, and meet agreed deadlines.

- Maintain confidentiality and handle donor, partner, financial and service information with discretion.

5.5 Our Financials and Reporting

- Work with the Group Manager and finance teams to prepare income targets, forecasts, budgets and resource requirements.
- Monitor performance against approved plans and provide clear, regular pipeline, income, forecast and activity reporting.
- Ensure donations, pledges, sponsorships and restricted funds are documented, processed, receipted and reconciled through approved organisational processes.
- Coordinate accurate grant, donor and partner reporting and acquittals with relevant teams.
- Evaluate fundraising and partnership activity to support continuous improvement, responsible investment and informed decision-making.

6. Professional responsibilities

- Support and work in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed.
- Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work. Report hazards and incidents to your supervisor and in accordance with the organisation's Work Health & Safety Management Framework Manual, related safety policies and procedures and site/service procedures. This includes taking part in safety consultations and safety investigations within your service to help resolve them in a timely manner.
- Comply with mandatory requirements for the role including completing all mandatory training required by the organisation.
- Comply and cooperate in good faith with all legislative, regulatory, policy and procedure requirements pertaining to your work.
- Act in good faith in the organisation's best interests, exercise due care and skill in your work, follow reasonable directions, maintain honesty and integrity and the trust and confidence of the organisation, and a positive reputation of the organisation.
- Attend functions, meetings, seminars, training courses and events as required by your supervisor.
- Participate at least annually in the Contribution and Development Plan process for your role for recognition, compliance and development.
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7. Performance Measures

Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan.

8. Selection criteria

To be successful in this position, you must possess the following:

Demonstrated behaviours

- Conduct consistent with the organisation's Code of Conduct and:
 - Work in accordance with the organisation's Vision, Mission and Values.
 - Value people through kindness, respect, care and support.
 - Foster trust through honesty, integrity, reliability and fairness.
 - Demonstrate personal accountability including in your conduct, compliance, commitment, performance and quality of the service you provide.
 - Contribute to a positive and highly engaged work environment through a positive manner and being a good colleague, collaborator and team player.
- Demonstrates emotional maturity, resilience and sound judgement when working with sensitive subject matter.
- Works effectively both independently and collaboratively, manages competing priorities and follows through on commitments.

Essential skills/knowledge

- Demonstrated senior-level experience leading fundraising, philanthropy and partnership development in a not-for-profit, community services, health, purpose-led or comparable environment.
- Proven record of developing and delivering integrated fundraising and partnerships strategies that achieve sustainable income growth and deepen supporter engagement.
- Substantial experience generating income across several channels, such as major gifts, trusts and foundations, corporate partnerships, sponsorship, grants, community fundraising, appeals, workplace giving or gifts in wills.
- Demonstrated success identifying, qualifying, cultivating, soliciting and stewarding donors and partners, and progressing opportunities through a disciplined relationship-management pipeline.
- Demonstrated success securing significant philanthropic, corporate, grant or partnership support and managing complex relationships through commitment, activation, reporting and renewal.
- Experience preparing persuasive, evidence-based cases for support, funding applications, partnership proposals, sponsorship packages, donor briefings, impact reports and acquittals.
- Ability to provide credible specialist advice, influence senior internal and external stakeholders, and coordinate cross-functional contributors without relying on direct line authority.
- Strong understanding of donor and partner stewardship, retention, recognition, consent, preferences, contractual commitments and restricted funds.
- Ability to undertake prospect and partner research, assess alignment and capacity, conduct due diligence, and identify ethical, legal, reputational, privacy and conflict-of-interest risks.
- High-level written, presentation, influencing, negotiation and relationship-management skills.
- Ability to translate service priorities and evidence into credible funding opportunities without overstating outcomes or compromising dignity and privacy.

- Strong planning, project management and organisational skills, with the ability to manage concurrent deadlines and maintain attention to detail.
- Commercial and financial literacy, including experience with budgets, targets, income forecasts, reporting, return on investment and funding conditions.
- Competence using Microsoft 365 and donor, customer relationship management or equivalent systems, with a commitment to complete and accurate records.
- Current Working With Children Check and satisfactory National Criminal History Check, where required by Wesley Mission.

Desirable skills/knowledge

- Experience in a not for profit or community service organisation.
- Experience in suicide prevention, mental health, community services or a purpose-led environment.
- Established networks across philanthropy, trusts and foundations, corporate partnerships or community fundraising in Sydney.
- Experience with major gifts, gifts in wills, workplace giving, sponsorship, digital appeals and fundraising events.
- Experience working with volunteers and community-led fundraising activity.
- Knowledge of the Lifeline movement and the role of accredited Lifeline Centres.

Training and qualifications

- Relevant tertiary qualification in fundraising, philanthropy, marketing, communications, business, community development or a related discipline, or equivalent demonstrated experience.
- Membership of, or professional development through, a recognised fundraising or philanthropy body is desirable.
- Willingness to complete required organisational induction, safeguarding, privacy, work health and safety, and role-specific training.

Agreement

In signing page one, I confirm I have read, understand and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.