

## Position Description

**Position Title:** Partnerships & Fundraising Assistant

**Position Number:** POS930

**Reports To:** Group Manager – Partnerships

**Location:** The Hub

**PD Number:** PEPDO21

**Classification:** Band 3

## Organisation Overview

Launch Housing is passionately committed to achieving our vision of ending homelessness and providing a strong focused voice on homelessness driven by our values; empowering, adaptable, courageous and caring.

We are Melbourne's largest independent secular specialist homelessness organisation and the 'go to' organisation on homelessness for government, media, philanthropy, supporters and the community.

From providing high quality housing and an innovative range of support, education and employment services, we bring solutions to homelessness under one roof for thousands at risk of, or experiencing the crisis and trauma of homelessness. Clients are at the centre of everything we do and are actively and meaningfully involved in the design, delivery and evaluation of services as well as our policy development, public advocacy and fundraising.

Through partnerships, research and evidence-based approaches, we will continue the tradition of pioneering new methods and fresh ways to develop solutions at scale, and to make Melbourne a world leading city in ending homelessness.

Launch Housing is an Equal Opportunity employer and supports accessible working arrangements for all. This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, people with a lived experience of homelessness and people who identify as lesbian, gay, bisexual, transgender, gender diverse, intersex or queer.

To find out more, visit our website at [launchhousing.org.au](http://launchhousing.org.au).

## Position Overview

The Partnerships & Fundraising Assistant is a member of the Partnership & Engagement team and plays a key role in supporting Launch Housing's partnerships, fundraising and philanthropy teams during a peak period.

The role supports a range of supporter engagement activities and maintains a high level of customer service and donor support. Working closely with multiple teams across Launch Housing, this role also ensures that key donor and partners have positive, meaningful experiences when engaging with our work.

The role is responsible for supporting partnership and donor stewardship activities, and contributing to the planning and delivery of key events that bring corporate partners, philanthropic supporters and the Launch Housing community together. Working closely with colleagues across the organisation, the Partnerships & Fundraising Assistant helps to strengthen relationships and grow support for Launch Housing.

## Launch Housing Leadership Framework

At Launch Housing, we believe that leadership is not defined by position or title – but by the mindset you bring and the actions you take. We also believe that leadership is learnable – that there is a body of knowledge, skills and dispositions associated with leadership that can be learned. The Launch Housing Leadership Framework outlines the key expectations and behaviours required for effective leadership at every level. This role is aligned to the Leading Others proficiency level within the framework, reflecting the responsibility to guide and support teams, foster collaboration, and create a high-performing and inclusive environment that drives positive outcomes.



## Key Outcomes

### Customer Service

Success will look like:

- Timely response to individual supporter, donor and partnership requests (majority via email), managing the supporter and partnerships inbox.
- Record and escalate external feedback, including compliment and complaints, ensuring feedback is actioned in a timely manner.
- Uphold a warm and friendly donor-centric approach that reinforces trust and long-term support.
- Support donation processing- processing all phone donations, creating donor commitments and working closely with the finance team to ensure donations are accurately recorded in CRM.
- Support in a range of donor and fundraiser communications and telephone 'thank you' correspondence and accurate record-keeping, working with our Dynamics 365 CRM.
- Support the broader team with administrative tasks as required.

### Partner, Donor and Key Stakeholder Engagement

Success will look like:

- Support the team to deliver key supporter and stakeholder events.
- Support Partnership engagement opportunities, including the festive hamper and toy drive.
- Support with team recruitment and planning for the 2027 Corporate Triathlon event.
- Support the coordination of corporate volunteering opportunities and material aid donations that directly benefit Launch Housing sites and clients.
- Schedule donor meetings, liaising closely with key programs, sites and staff.
- Prepare briefing material such as donor and partner profiles, meeting agenda, impact updates and tailored talking points and when appropriate, creating 'LH information packs' with key material.
- Support the relationship managers to record and deliver any post-visit outcomes, ensuring timely follow-up, and accurate record-keeping.
- Liaising closely with all sites and teams across a variety of roles, minimising disruption and stress for client-facing roles.

### Collaboration, Culture & Organisational Contribution

Success will look like:

- Actively engaging in continuous improvement within your team and across the organisation.
- Building and maintaining strong, respectful relationships with colleagues, clients, and external partners.
- Behaving in accordance with all Launch Housing policies and procedures, including the Code of Conduct and Child Safe Code of Conduct.
- Translating Child Safe Standards into day-to-day practice to ensure a child-safe environment is maintained at all times.
- Contributing to a safe, inclusive and supportive workplace where everyone feels valued, respected and heard.
- Demonstrating professionalism, empathy and discretion in all work-related interactions.
- Handling personal and organisational information with care, confidentiality and integrity.
- Sharing knowledge and supporting the capability and development of others across the organisation.
- Participating in organisational initiatives, working groups or projects aligned with Launch Housing's values and strategic goals.
- Undertaking other duties as required, aligned with organisational priorities and operational needs.



## Position Characteristics

### Skills, Knowledge, Experience, Qualifications and/or Training

Incumbents in this position will undertake ongoing up-skilling both internally and externally. This position requires the following:

- Limited specialised knowledge related to the work area
- Working knowledge of work practices and policies relevant to the work area
- Working knowledge of statutory requirements relevant to the workplace
- Working knowledge of their workplace function and operation
- Working knowledge of administrative practices and procedures
- Basic knowledge of wider organisational structures and functions

### Organisational Relationships

#### Level of Supervision

Graduates work under direct supervision, otherwise the role is supervised on a general basis except where this level of supervision is not required by the nature of the responsibilities being undertaken.

#### Level of Direction

Works under general direction.

#### Availability of Assistance

Assistance available when required and when problems occur.

### Extent of Authority

#### Level of Management Responsibility

Nil.

#### Involvement in the Development or Creation of Work Practices and Procedures

May contribute to matters for which there are no clearly established practices and procedures.

#### Involvement in the Preparation of Budgets and Financial Reporting

Nil.

#### Freedom to Act

Freedom to act within established guidelines.

#### Monitoring of Work Outcomes

Work outcomes are monitored regularly depending on complexity.

#### Provision of Assistance

This role may provide some assistance to lower classified employees.

#### Problem Solving

Solutions to problems may require the exercise of limited judgment, with guidance to be found in procedures, precedents and guidelines.



## Key Selection Criteria

- Demonstrated ability to manage multiple tasks, prioritise workloads, and meet deadlines in a fast-paced environment.
- Strong attention to detail and accuracy in data entry, record-keeping, and document preparation.
- Excellent written and verbal communication skills for liaising with donors, internal teams, and external stakeholders.
- Experience supporting donor engagement activities, events, or campaigns.
- A minimum of 12 months experience working across Fundraising and/or Partnerships or similar role.
- Competence in CRM systems (experience in Dynamics 365 is preferred, but not essential).
- Understanding of, or a demonstrated commitment to upholding, Child Safe Standards in the workplace.
- Strong communication and interpersonal skills, with the ability to engage effectively with people from diverse backgrounds.
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness.

