



POSITION DESCRIPTION

POSITION:	Supporter Engagement Worker
REPORTING TO:	Manager Marketing Fundraising and Communications
REPORTS:	NIL; high level of interaction with stakeholders and volunteers
KEY RELATIONSHIPS:	safe steps Family Violence Response Centre CEO, General Manager Strategy and Development, volunteers and stakeholders
POSITION STATUS:	Permanent Part-time (0.6EFT) 22.8 hours/week, across four days

1. PRIMARY OBJECTIVES

Within the parameters of our constitution, service philosophy and the policy framework established by the Board, and under the direction and supervision of the Manager Marketing, Fundraising and Communications, the Supporter Engagement Worker will:

- To provide administrative support to the **safe steps'** Marketing, Fundraising & Communications (MFC) team as required, particularly in the area of supporter engagement.
- To respond to phone and email queries from community stakeholders regarding donations of gifts in kind, volunteering and community fundraising activities to maximize and leverage support for **safe steps**.
- To maintain the organisation's donor database using Donman software, including processing donations, data input, and sending thank you letters and receipts.
- To facilitate gift in kind donations.
- Support the implementation of the organisation's marketing, fundraising and communications strategy
- Understand and commit to **safe steps'** principles and values to achieve the organisations strategic intent.



2. ORGANISATIONAL CONTEXT

From grassroots beginnings over 40 years ago, **safe steps** Family Violence Response Centre has grown to become **a leading first response service in Victoria** for women and their children experiencing family violence.

Today, **safe steps** Family Violence Response Centre provides 24/7 immediate expert intervention, support, advocacy and referral pathways to women and children throughout Victoria to ensure that those at highest risk receive an immediate family violence response to keep them from harm. Underpinning this function, we work towards a community free from family violence through advocacy, education and social change initiatives.

3. KEY RESPONSIBILITIES

The Marketing, Fundraising and Communications (MFC) unit is a key function for **safe steps** Family Violence Response Centre. Led by the Manager of MFC, and overseen by the General Manager Strategy & Development, the MFC unit is designed to implement and maintain key initiatives to build brand awareness, develop and maintain relationships with key stakeholders and generate income.

Supporter Engagement/Administrative Support

- Respond to telephone/email enquiries pertaining to the MFC department regarding donations, community fundraising, campaign initiatives, events, information and brochure requests.
- Supporter engagement and community fundraising administration – producing and sending thank you certificates, thank you letters, information packs.
- Survivor Advocate program administration.
- Provide administrative support to Strategy and Development team as required.
- General administrative tasks as required.

Donor database

- Reconciliation of income recorded on Donman against Reckon accounts.
- Maintaining donor database using Donman software in an accurate and efficient manner. Including processing donations, sending thank you letters/receipts, data selection, inputting new records, processing monthly pledges, archiving records, running reports and general database maintenance.
- Recording donations from third party platforms such as Go Fundraise, Everyday Hero, Good Company and Give Now.



Distribution of marketing collateral

- Maintain stock levels for brochures, posters and other marketing collateral.
- Fulfilling order requests for brochures, posters and other marketing collateral.

Gifts in Kind

- Respond to telephone/email enquiries regarding gift in kind donations
- Accepting Gift in Kind donations, liaising with resource workers. Thanking donors (verbal and written).
- Facilitating New Day Box donations, including coordination of distribution to refuges

Event Support

- Assist with all **safe steps** events such as the Candlelight Vigil, SAFETea for Women and an annual event, helping to ensure that all events and activities are delivered on time, to budget and to the highest standard, meeting strategic imperatives.

Other duties

- Participate fully in a positive and constructive manner as a member of the **safe steps** team and demonstrate behaviours that are consistent with the values of **safe steps** and works towards the organisational goals as outlined in the Strategic Plan.
- Attend meetings (including staff/planning and sector), supervision and professional development activities as required.
- Develop constructive and professional relationships, and maintain excellent communication, with **safe steps** employees and volunteers.
- Other duties as may reasonably be required from time to time.

SELECTION CRITERIA

- Exceptional relationship management skills
- Excellent verbal, digital and written communication skills
- Conscientious, reliable and flexible with a strong sense of accountability
- Excellent attention to detail
- Strong alignment with the mission and values of **safe steps**



Qualifications and Experience

Essential:

- Commitment to human rights and social justice, and particularly valuing the rights of women and children.
- At least three years' experience in a similar role including administration, supporter engagement and data management.
- Advanced skills in Microsoft Office suite.
- Friendly, outgoing personality.
- Demonstrated excellent verbal and written communications skills.
- Demonstrated capacity to work independently as well as part of a team.
- Capacity for self-motivation, ability to cope with changing work functions, workloads and tasks with a 'can-do' attitude.
- Ability to lift and carry medium weight articles.
- High degree of accuracy in data entry.

Desirable:

- Experience using Donman donor database software.
- Experience in fundraising and the not-for-profit sector

Other

- The provision to work legally in Australia
- Satisfactory checks of the below are conditions of this position:
 - Police records check. (repeated every 3 years)
 - Working with Children check. (repeated every 5 years)
- Full, Victorian Drivers Licence

5. EQUAL OPPORTUNITY EXEMPTION

safe steps is exempt from the provisions of the Equal Opportunity Act 2010 which would otherwise require the appointment to this position to be on a non-gender specific basis. Applications for this position will be considered from women only (Exemption H42/2017).



6. IMPORTANT INFORMATION

- All offers of employment are subject to satisfactory background checks including a National Police Check (including an international police check if resided continuously in an overseas country for 12 months or more in the last ten years), Working with Children Check, disclosure of previous or current disciplinary action, referee checks, proof of eligibility to work in Australia and qualification checks.
- Where background checks are not to the satisfaction of **safe steps** in its absolute discretion, the offer of employment may be retracted or terminated.
- If you are offered employment with **safe steps** and are not currently an existing employee you will be required to disclose full details of any pre-existing injuries or illness that may be affected by the work and/or undergo a health assessment. The disclosure/health assessment is conducted to ensure you have the health and mental capacity to meet the requirements of the position and to identify any adjustments that may need to be made in the workplace. Failing to notify or hiding a pre-existing injury or illness which might be affected by the nature of the proposed employment, could result in that injury or illness being ineligible for future compensation claims.

7. STAFF ACKNOWLEDGMENT

I have received, reviewed and fully understand the position description.

Employee Name	
Employee Signature	
Date	

