

Job and Person Specification

Position:	Fundraising and Database Administrator
Award:	Social, Community, Home Care and Disability Services Award Social & Community Services (SACS) Employee Level 2 Pay Point 4 Salary packaging available
Reports to:	Manager, Philanthropy and Engagement
Conditions of Service:	Conditions of service are in accordance with the Contract of Employment
Status:	Permanent, part-time (0.6 FTE – 22.8 hours per week) Note: There may be occasions where additional hours are required to cover leave of absences of other team members, which will be via negotiation and subject to agreement by both parties.
Location:	Inner City Adelaide

Organisational Information

Since 1988, Catherine House Inc. has provided inner-city services, supporting women out of homelessness for women over 18 years of age and unaccompanied by children. It offers crisis, mental health and longer term supported accommodation, as well as supporting many others via outreach services or through women using our onsite Women’s Centre or Education and Employment Program. Catherine House is an unregistered NDIS service provider with an area of specialty in psychosocial disability, delivering a range of supports to clients living in our accommodation programs or in the community.

Position Objectives

The administration area is central to the overall work and achievement of the organisation; it is a busy hub where the infrastructure across all program areas intersects. The role of Fundraising and Database Administrator is expected to provide high-quality:

- processing and receipting of donations, fundraising income and revenues received;
- data entry, including administration and maintenance of the Catherine House donor database.
- coordination of in-kind donations; and
- support to the Fundraising, Events and Marketing Team with various fundraising, donor relations, events, and marketing activities.

This role will support the Fundraising, Events and Marketing team to achieve the Fundraising, Events and Marketing Strategy for Catherine House.

Part A - Key Responsibilities

KEY AREA	KEY TASKS
CRM Database Administration	<ul style="list-style-type: none"> • Raiser's Edge CRM database maintenance and management, including: <ul style="list-style-type: none"> - Accurate and timely data processing for all fundraising and revenue-generating activities, including fundraising campaigns and events, appeals, general donations and merchandise. - Receipting and donor correspondence, including thank you letters and gift acknowledgements. - Primary contact for development and segmentation of donors and stakeholders to conduct targeted marketing and evaluation of fundraising and donor acquisition campaigns and targeted mailings. - Records (contact) management, including the regular update of mailing addresses/returns and communication preferences. - Contact point for database issues including developing skill levels of other staff. - Regular dialogue with Raiser's Edge personnel to ensure the seamless operation of Raiser's Edge database. • Other duties as required.
Finance and Fundraising Administration	<ul style="list-style-type: none"> • Provide the highest level of customer service to all internal and external clients, including face-to-face, telephone and electronic communications. • Primary contact, under direction of the Manager Philanthropy and Engagement, for coordination and reconciliation of fundraising and donation finances. • Coordination of payment collection, donation pledges, and receipting from major fundraising events, special projects, and donor development programs. • Coordination and reconciling of multiple online fundraising platforms. • Coordination of collections, cash floats, invoicing, and receipting of payments from major events, both during and following events. • Assistance with the set-up/pack down at events. • Work closely with the Fundraising, Events and Marketing Team to provide administration assistance, as required. • Participation and assistance with fundraising and events, including assistance with coordination of volunteers and bump-in/bump-out assistance. • Document and maintain work processes and systems. • Other tasks or duties as directed.
In-Kind donation Coordination	<ul style="list-style-type: none"> • Primary contact for all individual in-kind enquiries • Facilitate the delivery and storage of in-kind donations. • Liaise with and provide direction to volunteers packing donations. • Liaise with community supporters regarding in-kind donations. • General administration – stock control, record keeping, thank you letters.
Backup Reception Administrative Support	<ul style="list-style-type: none"> • Support the administration team with general administrative support, including answering phones, front door and accepting donations and deliveries, as required.
Work Health and Safety	<ul style="list-style-type: none"> • Contribute to a safe and healthy work environment, free from discrimination and harassment, by working in accordance with legislative requirements, the Code of Conduct, NDIS Code of Conduct, organisational policies and WHS requirements as outlined below.
Public Officer Responsibilities	<ul style="list-style-type: none"> • As a Public Officer, as per the Independent Commissioner Against Corruption (ICAC) definition, you have an obligation to report to the Office for Public Integrity (OPI) any conduct that you reasonably suspect raises any issue of corruption or serious or systematic misconduct or maladministration in public administration. As a Public Officer, your own conduct could be subject to a report to the OPI, and as a result,

	you could be investigated for corruption.
Corporate Responsibilities	<ul style="list-style-type: none"> • Reflect behaviours that are respectful and accepting towards our clients. • Participate in the organisation’s process of continuous quality improvement. • Maintain and respect resident privacy and confidentiality within the role of Fundraising and Database Administrator and as a team member of Catherine House Inc. and other legal mandates. • Attend required meetings, supervision training and professional development. • Work within the philosophy, aims, vision, objectives, and culture of Catherine House Inc.

Part B - Person Specification

Qualifications

- Member of the Fundraising Institute (desirable).

Experience

- Experience managing and maintaining CRM databases, in particular Raiser’s Edge, including segmentation and reporting.
- Experience in peer-to-peer fundraising platforms, e.g., Raisely.
- Demonstrated experience in a similar fundraising or finance position, ideally in a not-for-profit organisation.
- Demonstrated online and digital literacy skills, including proficiency in Microsoft Office software and web-based skills.

Knowledge

- Knowledge of/experience financial processing with online fundraising platforms.
- Experience in basic financial and accounting standards/procedures.
- Understanding of the fundamentals and principles of fundraising.
- Knowledge and understanding of legal requirements to fundraise in South Australia.
- A sound knowledge of administrative processes and procedures.
- Knowledge of and ability to respect the principles of privacy and confidentiality.
- Knowledge of and a strong commitment to Catherine House Inc. vision and values.

Personal skills and attributes

- Excellent attention to detail.
- Excellent oral and written communication skills.
- Good organisational and assessment skills to determine and manage competing timeframes and priorities, including the ability to prioritise, be flexible and accomplish set tasks.
- Friendly, outgoing personality, able to mix with a wide cross-section of the community.
- Highly developed interpersonal skills with the ability to be patient and respectful of individual needs.
- Ability to work independently or as part of a small dynamic team.
- Possess drive, initiative, and enthusiasm.
- Be a creative thinker and self-starter with flexibility and the ability to adapt to new ideas, new systems and processes.

Additional requirements

- Some after-hours work may be required.
- Unrestricted Driver's License.
- NDIS Worker Check and Working with Children Check are required.

ACKNOWLEDGEMENT AND APPROVAL

I acknowledge that this position description outlines the core role requirements and workplace expectations. I understand its intention is to support a focus on key outputs and that flexibility is required in a dynamic, complex and changing environment.

Last updated: March 2024

Approved by: _____ **Date:** _____

Employee Name: _____

Signature: _____ **Date:** _____

Part C – Role of the Catherine House worker in the Management of Work Health & Safety

The worker is responsible for:

1. Commitment

- Support the development and maintenance of a best practice WHS culture within their workplace.
- Adhere to safe work practices.
- Encourage colleagues and others on the worksite to adhere to safe work practices.

2. Legal and Policy Requirements

- Comply with all relevant policies and procedures.
- Improve systems of work and safe work practices.

3. Performance and Training

- Participate in relevant WHS training programs.
- Include WHS goals and responsibilities when reviewing their Job and Person Specifications in consultation with their Manager.
- Include WHS goals and responsibilities and training in supervision meetings.

4. Risk Management and Hazard Control

- Report hazards and unsafe workplace practices associated with the workplace to their Manager.
- Suggest improvements or recommend changes to avoid, eliminate, or minimise workplace hazards.

5. Incident Reporting and Investigation

- Report work related injuries and incidents in accordance with agency procedures.
- Where relevant participate in the investigation of potential hazards, dangerous occurrences, WHS incidents and near misses in accordance with agency procedures.

6. Consultation

- Raise WHS issues with their work colleagues, Manager, WHS committee, WHS worksite representative and assist with their resolution.
- Regularly discuss WHS issues with other staff at staff meetings.
- Regularly consult with colleagues on WHS issues, and actively participate in WHS committees if required.

7. Monitoring

- Monitor and evaluate their WHS performance.
- Monitor the WHS, and wellbeing of work colleagues to ensure they can undertake their work safely.
- Participate in workplace WHS inspections/audits, and assisting in the maintenance of WHS facilities, resources, equipment, and information.
- Monitor workplace WHS performance and progress of the WHS action plan for the site.

I have read and understood the “Role of the Catherine House Worker in the Management of Work Health Safety” and am aware of my responsibilities for WHS.

Worker’s Name: _____ Signature: _____ Date: _____