

Job and Person Specification

Position:	Fundraising and Campaign Coordinator
Award:	Social, Community, Home Care and Disability Services Award Social & Community Services (SACS) Employee Level 4 Pay Point 4 Salary packaging available
Reports to:	Manager Philanthropy & Engagement
Responsible for:	No Direct Reports
Conditions of Service:	Conditions of service are in accordance with the Contract of Employment
Status:	1 FTE
Length of Position:	Ongoing
Location:	Inner City Adelaide

Organisational Information

Since 1988, **Catherine House** has supported women experiencing homelessness in South Australia. Catherine House provides crisis, longer-term accommodation and support services for up to 60 women each night, as well as supporting many others through outreach services. Our work deals with the immediate issues created by homelessness and assists women in planning a future that helps them sustain housing and build purposeful lives.

Position Objectives

The Fundraising and Campaign Coordinator will be responsible for the coordination and delivery of key fundraising activities and campaigns based on the Catherine House Fundraising and Marketing Strategy.

The role includes stewardship of existing donor relationships as well as proactively identifying and building new relationships/partnerships with the wider community, sponsors, workplace/businesses/schools and key stakeholders. This role supports all fundraising but has a particular focus on:

- Peer-to-Peer and Community Fundraising
- Catherine House Community Ambassador Program
- Workplace/School Fundraising and Education

This role will support the Manager of Philanthropy and Engagement, and work alongside the Fundraising and Database Administrator, Donor Support Coordinator, Strategic Partnership Specialist and Marketing Team to achieve the Fundraising, Events and Marketing Strategy for Catherine House.

Part A - Key Responsibilities

KEY AREA	KEY TASKS
Establishing new and growing existing community fundraising programs	<ul style="list-style-type: none"> • In conjunction with the Manager of Philanthropy and Engagement, develop and implement a community fundraising program with targeted anticipated revenue and expenditure that secures significant financial resources from schools, workplaces and community groups • Engage in public speaking engagements on behalf of Catherine House • Guide and support community fundraisers to ensure success • Grow annual income for the organisation
Donor Acquisition and Retention	<ul style="list-style-type: none"> • Put strategies in place to retain and grow the involvement of existing donors and supporters of Catherine House, and to attract and retain new donors • Implement donor fundraising strategies, including donor segmentation and reporting • Build the number of donors and the average donation • Effective stakeholder management with key corporates, significant individual donors and other key agencies, including trusts and foundations
Fundraising and Event activities	<ul style="list-style-type: none"> • Support the Manager of Philanthropy and Engagement in developing campaigns and events focused on fundraising • Support the Manager of Philanthropy and Engagement in securing and developing partnerships, sponsorship/in-kind donations for fundraising campaigns and events • Provide support to agencies and service organisations that undertake fundraising on the organisation's behalf • Act as a dedicated support to the Catherine House Community Ambassadors
Volunteer Support	<ul style="list-style-type: none"> • Coordinate fundraising volunteers and community ambassadors to support Catherine House community fundraising events
Fundraising and Marketing - Administration	<ul style="list-style-type: none"> • Work collaboratively with the Fundraising and Database Administrator to ensure accurate processing of donations and record keeping • Ensure fundraisers adhere to the Catherine House fundraising and event guidelines • Support the Marketing Team in everyday management of social media communications, referring where necessary • Ensure the reputation of the Catherine House brand is upheld at all times • Ensure all marketing materials are in line with the Catherine House Fundraising Events and Marketing Strategy • Provide the highest level of customer service to all internal and external clients, including face-to-face, telephone and electronic communications • Participation and assistance with fundraising and events, including: <ul style="list-style-type: none"> - assistance with coordination of volunteers at events, as directed - assistance with the set-up/clean-up at events
Public Relations and Stakeholder Service	<ul style="list-style-type: none"> • Maintain an agreed high level of service that meets the expectations of internal and external stakeholders

	<ul style="list-style-type: none"> Daily monitoring and maintenance of donations inquiries via email, including primary filter and prompting re-direction to appropriate Managers/staff for action
Public Officer Responsibilities	<ul style="list-style-type: none"> As a Public Officer, as per the Independent Commissioner Against Corruption (ICAC) definition, you have a mandatory reporting obligation to report to the Office for Public Integrity (OPI) any conduct that you reasonably suspect raises an issue of corruption, or serious or systematic misconduct or maladministration in public administration. As a Public Officer, your own conduct could be the subject of a report to the OPI, and as a result, you could be investigated for corruption.
Corporate Responsibilities	<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 and organisational policies, including WHS requirements as outlined below Initiate and participate in activities in support of best practice, a learning organisation, and the generation of knowledge capital Work within the philosophy, aims, objectives and outcomes of Catherine House Inc.

Part B - Person Specification

Qualifications

- Qualifications in fundraising, marketing, events, business-related fields are desirable
- Member of the Fundraising Institute (desirable)

Experience

- Experience with CRM databases, in particular Raiser's Edge NXT
- Experience in peer-to-peer fundraising platforms, e.g. Raisely
- Understanding of the fundamentals and principles of fundraising
- A minimum of 4 years' fundraising experience
- Experience managing and maintaining CRM databases, including segmentation and reporting
- Experience with email marketing platforms (Mailchimp)
- Experience in a not-for-profit organisation
- Demonstrated experience in a similar fundraising position with a track record in achieving revenue targets and growing income
- Proven ability to engage in building relationships with supporters, developing partnerships at both a community and senior level

- Demonstrated experience in researching and approaching new corporate prospects, with the ability to manage a prospect pipeline
- Demonstrated digital literacy skills, including proficiency in Office software, social communications, databases, etc.
- Demonstrated experience in contributing to the maintenance of a harmonious, safe and healthy workplace, free of harassment, unlawful discrimination and bullying and where diversity is valued

Knowledge

- Knowledge and understanding of legal requirements to fundraise in South Australia
- Knowledge of corporate networks and funding sources
- 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 oral and written communication skills
- Sound organisational skills: assessment of priorities, meeting of deadlines
- Friendly, outgoing personality able to mix with a wide cross-section of the community
- Highly developed interpersonal skills
- Highly tolerant, patient and respectful of individual needs
- Flexible attitude towards working schedules and situations
- Ability to work independently or as part of a small, dynamic team
- Possess drive, initiative, and enthusiasm
- Creative thinker, self-starter, with flexibility and ability to adapt to new ideas, new systems, and processes
- The ability to cope with high volumes of work, to set and meet deadlines and determine priorities
- Enthusiasm, social conscience and a team player
- Team building capabilities and ability to inspire others

Additional Requirements

- Some after-hours work may be required
- Unrestricted Driver's License
- Current DHS Disability Services Employment Screening / NDIS Worker Screening Check is required

ACKNOWLEDGEMENT AND APPROVAL**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: August 2025

Approved by



Date 15.08.2025

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: _____