



Donor Care Coordinator

Job Information Pack

This information package includes:

- Employment conditions
- Position Description
- Selection criteria
- Application and recruitment process

Employment Conditions

Employment basis: 6 month contract, with opportunity to extend

Hours: Full-Time, 38 hours per week (however open to Part-Time/flexible work arrangements)

Remuneration: 50-60K with opportunity for Salary Packaging

Commencement: ASAP

About Wayside Chapel

Wayside Chapel has provided unconditional love, care and support for people on and around the streets of Kings Cross since 1964 and Bondi since 1971.

Today, under the banner of love over hate, Wayside Chapel creates a community where there is no 'us and them' by breaking down the barriers of judgement and providing a safe place where people from all walks of life are welcome just to 'be'.

Wayside Chapel draws people out of social isolation and invites them into the healing place of community. People marginalised by homelessness, mental health issues and substance abuse can turn to Wayside for compassion, tolerance and support.

Our community services centres in Bondi and Kings Cross, outreach service, mental health program, community cafe and Aboriginal project are all designed to ensure the most disadvantaged members of our community have access to essential health, welfare, social and recreational services.

Our community development program reaches out to the wider community to ensure that Wayside Chapel is a place for people from all walks of life.

PATRON:
Her Excellency the Honourable
Margaret Beazley AO QC
Governor of NSW

Pastor/CEO:
Jon Owen

CALL: 9581 9100
ABN : 88 125 771 587
ABN: 77 406 918 553 (Donations)

EMAIL: mail@thewaysidechapel.com
waysidechapel.org.au

Wayside Chapel Kings Cross:
29 Hughes Street Kings Cross NSW 2011
Wayside Chapel Bondi Beach:
77 & 95 Roscoe Street, Bondi Beach NSW 2026

PO Box 66 Potts Point NSW 1335



Vision: Love over hate

Mission: Creating community with no 'us and them'

Values:

Openness (No secrets): We have a profoundly simple mission, which is to create a community, and our message and work are undiluted with other agendas.

Teamwork (No cowboys): Our goal of creating community is also our method. We work in a collaborative way to invite people out of singular, individual life into the risky and healing place of community.

Patience (No rush): We cannot make people change. If we could, we'd be guilty of manipulation of some kind. Instead we are on the lookout for sparks of life, signs that people long for better, and we look to engage and help people move to better days and better health.

Courage (No complacency): It takes courage to confront people who've lost hope and invite them into the world of relationships with responsibility. Wayside is not an intensive care unit but an invitation into life and community.

Respect (No Judges): People have the right to make their own decisions. People have the right to make bad decisions. People who choose singular misery or even death deserve to have their rights respected. Wayside's mission is not to fix people but to love them and be with them, knowing that if they are really met, they'll really move toward health and life.

Behaviours:

Stand Back: Recognise that we are each necessary, significant but not central. The mission evaporates when we are central. Take a step back when our emotions are high and cool off. When central, the important thing is how we feel and the most pressing need is to express our feeling. When necessary, significant but not central, in a time of difficulty, the most important thing is to ask "what facts do I not have" and "who can I talk to for reliable clarity".

Speak Well: Identify and appreciate the strengths in colleagues. Recognise that every-one's strengths are also their weaknesses, if we look for weakness, we'll find it and if we look for strength, we'll find it. An atmosphere where colleagues are habitually talked up behind their backs will create an unbeatable team.

Embrace Errors: Accept when you have made a mistake, that an opportunity to learn is present. Learning is lost when we spend energy covering our arse or blaming others. Nothing is more liberating than the security it takes to admit that your performance did not cover you or the team in glory. Helping each other embrace moments of learning will build a team that can overcome anything.

Be Kind: We do an excellent job of being kind with our visitors, lets also be kind with each other. Kindness is implicit in our vision and our mission. Kindness is not a matter of feeling anything but a matter of acting and participating. You might feel uncomfortable but kindness will give the benefit of the doubt or begin an uncomfortable but direct discussion.

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Position Description

Team	Marketing and Fundraising
Reports to (Name)	Amelia Szulerecka
Reports to (Position)	Direct Marketing Manager
Incoming Reports	Volunteers

Team Summary

The Marketing and Fundraising Team is responsible for raising funds to support the programs delivered by Wayside Chapel. The team is also responsible for raising awareness and increasing the public profile of Wayside Chapel, its CEO and its mission, as well as its programs and the issues facing people who access services.

Position Summary

The role of Donor Care Coordinator is newly created, which will provide the successful candidate with room for 'making it their own' as well as future growth opportunities.

Purpose of Position

The purpose of the Donor Care Coordinator role is to provide support to the Direct Marketing Manager in delivery of the monthly giving program. The role will be responsible for the retention of monthly donors to Wayside Chapel. The successful applicant will provide best-practice donor care and coordinate the growth and sustainability of the monthly giving program. The role will also provide opportunity to support the Direct Marketing Manager across major annual fundraising appeals.

Key Accountabilities & Responsibilities

General:

- Build strong relationships with monthly givers through continuous refinement of the donor journey, and take responsibility for ongoing communications such as welcome packs and calls, enquiries and proactive donor care
- Support the Direct Marketing Manager with implementation of acquisition, upgrade, conversion and reactivation activities for the Monthly Giving program
- Ensure all monthly giving tasks are completed and administered

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- Take ownership of the cancellations and declines management to reduce monthly payment failures, and increase retention
- Assist with data management, campaign analysis and reporting
- Assist with plans for new ideas and campaigns
- Identify opportunities to improve acquisition and retention of donors
- Liaise with external stakeholders and suppliers
- Ensure telemarketing quality control through caller listening
- Regularly review relevant content including print collateral, digital content and liaise with Communications team to ensure material is up-to-date and support's Wayside key messaging
- Work closely with the database and finance team to monitor processes and suggest improvements
- Support Direct Marketing Manager during busy periods, such as major appeals

Reporting and Administration

- Maintain up-to-date information in the CRM system and related databases, including donor segmentation and noting all emails, phone calls, meetings, event attendance and other engagement
- Perform other administrative duties as required

Other

- Adhere to the Policies and Procedures of Wayside Chapel and ensure adherence by staff and volunteers;
- Assist Direct Marketing Manager as directed; and
- Attend staff meetings and training as required.

Key Stakeholders

Internal

- Direct Marketing Manager
- Marketing and Fundraising Team
- Database and Systems Team
- Program Staff

External

- Donors and supporters
- Suppliers / Agency partners

Other

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Note: This position description and associated information should not be considered as comprehensive in its description of responsibilities, criteria or outcomes. It is indicative of the position. The Donor Care Coordinator can and will be asked to undertake duties within their competencies, skills and abilities and training that may not be mentioned in this document. The Donor Care Coordinator should be aware that their position within Wayside Chapel is dynamic. Wayside Chapel expects continuing development, change and improvement of processes, practices, knowledge and skills.

Selection Criteria

Applications must address each essential selection criteria individually. Applications which do not individually address each selection criteria will not be considered.

Essential

- Strong administrative and numerical skills with the ability to analyse data with an attention to detail, including experience with CRM's
- Demonstrated superior customer service skills, high degree of empathy and ability to represent Wayside Chapel in a professional manner at all times
- Confidence in making phone calls to donors is a must, as donor retention is a key element of this role
- Ability to work within a team, but equally ready and able to use own initiative
- Ability to multitask and prioritise work load
- Proven highly developed organisational and time management skills
- Creative problem solver and can-do attitude toward finding solutions
- Excellent communication skills both written and verbal

Desirable

- Experience within the Not-For-Profit sector

Application and Recruitment Process

- Applicants are being review as received. Please apply right away.
- Applications should be submitted via Wayside Chapel's applicant portal link in the job advert.
- **Applications which do not address every selection criterion in their cover letter will not be considered. Applications which only provide a cover letter or resume, or only address the selection criteria generally, will not be considered.**
- Applicants with a disability should inform the convenor of the selection panel of any special requirements upon contact to arrange an interview.
- An offer will be made to the successful candidate pending the satisfactory completion of a police criminal record and working with children check.

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