

# Position Description



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|------------------------|--------------------------------------------------------------------------|
| <b>Title</b>           | Supporter Engagement (Gift in Wills) Coordinator                         |
| <b>Business Unit</b>   | External and Fundraising Partnerships   Community and External Relations |
| <b>Location</b>        | Flexible - Victoria or Tasmania                                          |
| <b>Employment type</b> | Full Time, Maximum Term (until June 2021)                                |
| <b>Reports to</b>      | Manager, External & Fundraising                                          |

## 1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 2. Position purpose

Expand supporters' giving, with particular focus on promotion of Gift In Wills and Regular Giving, through direct engagement and events.

## 3. Scope

**Budget:** Nil

**People:** Nil

## 4. Relationships

### Internal:

- Operational General Managers
- Mission and Inclusion
- Finance

### External

- The Synod of the Uniting Church in Victoria and Tasmania
- Uniting Church congregations
- External suppliers (agencies)

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|---------------------------------------------------------------|-----------------------------------------------------|--------------------------|
| Approved by: (position [see delegations of authority policy]) | Page 1 of 4                                         | Division:                |
| Date Approved: <Date>                                         | Printed copies of this document are not controlled. | Next Review Date: <Date> |

# Position description

## Supporter Engagement (Gifts in Wills) Coordinator



### 5. Key responsibility areas

#### Service delivery

- Coordinate Uniting Vic.Tas supporter engagement program with a strong focus on the acquisition and cultivation of Gift in Wills and Regular Giving prospects, including from current mass supporters
- Together with the Supporter Relations Lead, develop and implement effective Gift in Wills and Regular Giving engagement plans in line with the overall Fundraising 5-year Strategy
- Work with the Supporter Services Coordinator to facilitate ongoing Estates Management
- Analyse and target prospects within the supporter database and identify leads to execute Gift in Wills and Regular Giving plans
- As part of the Community and External Relations division, support multi-channel campaigns to enhance supporter experience as well as increasing lifetime value
- Working closely with service teams, identify and support supporter engagement opportunities including site visits and events
- In association with the Fundraising Advisor and other members of the External and Fundraising Partnerships Team, ensure that Gifts in Wills and Regular Giving are represented in all relevant fundraising strategies and activities
- Act as primary source of knowledge, information and innovation regarding Gifts in Wills and Estates Management

#### Administration and finance

- Provide monthly progress reports based on agreed KPIs, particularly relating to supporter contacts and in line with program outcomes
- Monitor ongoing and new income from Estates
- Ensure all interactions are recorded in the appropriate CRM(s)

#### People and teams

- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment

#### Legal requirements

- Ensure all legal, funder and statutory requirements pertaining to the position are met

#### Personal accountability

- Compliance with Uniting’s values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.

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|---------------------------------------------------------------|-----------------------------------------------------|--------------------------|
| Approved by: (position [see delegations of authority policy]) | Page 2 of 4                                         | Division:                |
| Date Approved: <Date>                                         | Printed copies of this document are not controlled. | Next Review Date: <Date> |

## Position description

### Supporter Engagement (Gifts in Wills) Coordinator



- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

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## 6. Person specification

### Qualifications

- Tertiary qualification in a related discipline, or industry-equivalent qualification or equivalent experience

### Experience

- Extensive demonstrated experience in a fundraising role for a Not-for-Profit organisation
- Experience within either Gifts in Wills, Individual Giving or Regular Giving programs is required
- Previous database experience including reporting and data analysis is required

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Stakeholder management:** ability to understand, relate to and manage diverse and difficult stakeholder needs
- **Problem solving:** proven high level of analysis and complex problem solving.
- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment.
- **Communication:** Outstanding verbal and written communication, ability to relate meaningfully to people at all levels and ability to explain complex technical matters clearly and succinctly.
- **Self-management:** ability to manage multiple tasks and competing priorities.

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|---------------------------------------------------------------|-----------------------------------------------------|--------------------------|
| Approved by: (position [see delegations of authority policy]) | Page 3 of 4                                         | Division:                |
| Date Approved: <Date>                                         | Printed copies of this document are not controlled. | Next Review Date: <Date> |

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## Supporter Engagement (Gifts in Wills) Coordinator



- **Certificates, licences and registrations:** Current National Police Record Check; and Working with Children Check.

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### 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.**

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### 8. Acknowledgement

**I have read, understood and accepted the above Position Description**

|            | Employee             | Manager              |
|------------|----------------------|----------------------|
| Name:      | <input type="text"/> | <input type="text"/> |
| Signature: | <input type="text"/> | <input type="text"/> |
| Date:      | <input type="text"/> | <input type="text"/> |