

Position Title:	Fundraising and Communications Coordinator
Role Type:	Part-time (0.5 FTE)
Award and Level:	Social, Community, Home Care and Disability Services Award Level 3
Background	
<p>Palliative Care South Australia (PCSA) is a leading charity and independent peak body representing palliative care providers, consumers and their families and those with an interest in palliative care in South Australia. PCSA was established in 1985 and is a membership-based organisation, supporting the individuals, families, carer's, community members, as well as specialist and generalist health care professionals working with South Australians experiencing serious illness, dying, death and grief. Collectively, the PCSA membership body holds tremendous knowledge and wisdom about the challenges the sector faces and the opportunities those challenges can bring. PCSA is a founding member of Palliative Care Australia.</p>	
Position Summary	
<p>This position will work within the Corporate Services team with the aim of raising funds and lifting the profile and awareness of PCSA and palliative care in South Australia through fundraising and communications.</p>	
Main Tasks and Responsibilities	
Fundraising	
<ul style="list-style-type: none"> • Provide a high level of customer service by responding to donation/fundraising inquiries in a timely way and following systems to support the donor / fundraiser to engage with PCSA. • Identifying new fundraising opportunities (including campaigns, events, and individuals), conduct basic research into the activities and draft strategies/engagement approach for Management. • Ensure timely and accurate input of supporter information and donations into the donor/fundraising database, maintaining data hygiene. • Coordinate fundraising/donation tracking, processing, and reporting. Develop best practice processes and procedures across the organisation. • Coordinate an annual Fundraising gala dinner for the Ambulance Wish SA program. • Draft campaign reporting, acquisition, and retention initiatives by extracting data based on fundraising/donor trends and insights. • Coordinate and assist with the stewardship of donor relationships with both existing and potential new supporters. • Assist with event coordination across the fundraising program and support on community engagement activities. 	
Communications / Marketing	
<ul style="list-style-type: none"> • Increase reach and stakeholder engagement to drive income and advocacy. Foster long term supporters and growth for PCSA. • Creation and delivery of marketing campaigns to grow PCSA brand presence in existing and new social channels. Increase community engagement and followers across social platforms, including Facebook, Instagram, LinkedIn, and other channels. • Write and produce regular content for the website, social media, newsletters, fundraising appeals and blog. • Lead the development of key communications, including press releases, annual reports, and media briefs. • Reporting on website activity, email and social media marketing. • Website maintenance (creating and updating content) in partnership with our external support. • Coordinate Marketing, Events and Fundraising Committee. • Assist with office and resources, coordinate administration tasks as required. 	

Governance, Quality and Continuous Improvement

- Contribute to continuous improvement of the organisation's business management system.
- Assist in the development of work instructions and procedures to ensure effective knowledge management is in place.
- Contribute to and undertake internal audits, paying attention to details of processes and identify improvements that can be made to deliver organisational results.

WHSE: Contribute to a Positive Work, Health and Safety Environment

- Promote a workplace that is free from bullying and harassment.
- Comply with Equal Employment Opportunity and Discrimination legislation.
- Take personal responsibility for complying with WHS policies and procedures.
- Follow all reasonable work instructions, work procedures and practices to maintain the health and safety of yourself and others in the workplace.
- Ensure safety and ergonomics of your work area.
- Report any hazards or incidents as soon as practicable.
- Keep the workplace free from harassment and discrimination.

Notwithstanding the above, other duties as reasonably directed.

Key Attributes			
Essential			
<ul style="list-style-type: none"> • Relevant experience and qualifications in fundraising coordination, communications, marketing, and administration management. • Exceptional data admin skills with experience in upkeeping records, data entry, payment processing and data reporting. • Strong administration skills including the use of MS Office programs and a high level of customer service with the ability to engage with supporters in person and on the phone. • Highest levels of attention to detail and communication skills, both written and verbal. • Experience in fundraising event coordination. • A passion to support the organisation’s work raising funds to ensure all South Australians have access to quality palliative care. • Stakeholder coordination and record keeping. • Strong ICT skills and troubleshooting. • Good time management, planning and organisational skills. • Problem solving and resourcefulness. • A shared passion and determination to play a key role in delivering the mission and vision of PCSA. 			
Desirable			
<ul style="list-style-type: none"> • Experience with: <ul style="list-style-type: none"> • Social Media platforms (Hootsuite, Facebook, Instagram, LinkedIn) • Mailchimp • Humanitix • WordPress • Monday.com • Canva 			
Our Inclusivity Statement			
<p>Palliative Care South Australia values diversity and is committed to creating an inclusive work environment. Recruitment and selection decisions are based on merit and not affected by irrelevant personal characteristics. We encourage people who identify with any of the following groups to actively seek employment with Palliative Care South Australia: Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ); Aboriginal and Torres Strait Islander (First Nations); people from Culturally and Linguistically Diverse (CALD) backgrounds and people with disability.</p>			
TERMS AND CONDITIONS OF EMPLOYMENT			
<p>Requirements:</p> <p>For acceptance of this position the employee must hold a current:</p> <ul style="list-style-type: none"> • National Police Check • Current Driver’s License • Right to work in Australia <p>Conditions</p> <ul style="list-style-type: none"> • 6 month probation for new employees • Comply with organisational policies and standards of conduct • Some intra and interstate travel may be required including overnight • Out of hours work may be required 			
EMPLOYEE ACKNOWLEDGEMENT			
Employee Full Name		Signature	Date
Date Position Description (PD) Approved by CEO			26 June 2024