

Position Description

Position Title:	Digital Media and Communications Coordinator
Location:	24 Roslyn Street, Elizabeth Bay, NSW, 2011 (with occasional travel to Parramatta and other sites)
Reports to:	Policy, Advocacy and Communications Manager
Conditions:	0.6 FTE, temporary contract until 31 December 2021 with the possibility of extension depending on funding.

ORGANISATIONAL BACKGROUND

Jesuit Refugee Service (JRS) is an international Catholic organisation with a mission to accompany, serve and advocate for the rights of refugees, people seeking asylum and forcibly displaced people. JRS works in situations of greatest need, where people are most vulnerable, where there are gaps in services and where partnerships can be formed to better serve people seeking safety.

In Australia, JRS works to uphold the rights of refugees and people who are in the process of seeking asylum and aims to support people to empower themselves, to live meaningful and dignified lives while feeling welcomed and connected to a more fair and just community.

As an independent, not-for-profit, non-government organisation JRS Australia undertakes the following activities:

- Serves and accompanies community-based people seeking asylum and refugees through a holistic programme of tailored casework, financial assistance, community activities, food bank, English classes, an employment program, a women's program, workshops and drop-in programs provided through our community centres in Parramatta
- Supports women seeking asylum and migrant women in vulnerable situations, to increase their understanding of domestic and family violence and sexual and gender-based violence, its drivers and their rights, as well supporting women to access support and referral pathways.
- Supports and accompanies people seeking asylum who are held at detention facilities across Australia and those who have been in detention in the past or who have been transferred from Manus Island or Nauru.
- Raises awareness with young people and others in the community through schools, community centres and other stakeholders about forced displacement, social justice, human rights, the situation of people seeking asylum in Australia,

the barriers that they face, and ways to get involved.

- Undertakes research and advocacy with and on behalf of people seeking asylum refugees and migrants in vulnerable situations in Australia in order to advise and lobby decision-makers on policy and program responses, and campaign for systemic change.
- Supports JRS projects and activities overseas, for example, through regional and international advocacy and campaigns.

POSITION OVERVIEW

The Digital Media and Communications Coordinator will communicate JRS Australia's mission and activities to a wide and diverse base of stakeholders across multiple platforms.

The Digital Media and Communications Coordinator will be responsible maintaining and further developing JRS Australia's new website, and for disseminating the organisation's key messages on our social media channels. The Digital Media and Communications Coordinator will produce multimedia content, including videos, photos, and written content for these varied channels. The Digital Media and Communications Coordinator will also be responsible for the delivery of JRS Australia's annual report and print newsletters. The Digital Media and Communications Coordinator will work closely with the Policy, Advocacy, and Communications Manager and Philanthropy and Development team to consolidate and enhance the organisation's public profile.

The Digital Media and Communications Coordinator will report to the Policy, Advocacy, and Communications Manager, and works closely with staff and managers from across the organisation's programs.

People with lived experience of forced displacement are encouraged to apply.

KEY TASKS AND RESPONSIBILITIES

Website and online media

- Maintain and further develop JRS Australia's website as a primary public source of information about JRS Australia's mission and work.
- Write and edit copy for JRS Australia's website, upload stories and news, and regularly update the site's content.
- Develop and grow JRS Australia's social media presence, including by identifying new channels and reviewing effectiveness of current social media presence.
- Develop multimedia content and online campaigns, including via creative use of videos, photos, and text, to promote JRS Australia and raise the organisation's public profile.
- Manage website updates and maintenance.
- Manage content uploads, system updates, and analytics gathered from online content platforms, including Facebook, Twitter, and LinkedIn.

Annual report and newsletters

- Coordinate drafting and publishing of JRS Australia's Annual Report, and quarterly print Newsletter (LINK).
- Draft and edit copy for Annual Report and LINK.
- Work with Policy, Advocacy, and Communications Manager and relevant stakeholders to deliver monthly online newsletter via Mail Chimp.

Other

- Develop an annual operational plan for relevant communications activities, as outlined above.
- Assist philanthropy team to edit copy for appeals and to amplify communications for fundraising.
- Assist with the coordinating and organising of events and activities as required.
- Assist Policy, Advocacy, and Communications Manager with other communications tasks, as agreed.
- Supervise volunteers as required.

Philosophy, Mission and Values

- Understand and demonstrate the Mission and Values of JRS on a day-to-day basis; respect, hope, dignity, solidarity, hospitality, justice and participation.
- Adhere to the policies and procedures of JRS.
- Adhere to the JRS and the Australian Jesuit Province Code of Conduct.
- Work closely with the relevant people in all of the Jesuit ministries to ensure that Ignatian spirituality is fostered.
- Behave in a culturally and linguistically sensitive manner that respects everyone regardless of their background, gender, sexuality, ethnicity, migration status ability or any other ground.
- Provide and promote an environment of mutual respect, dignity and fairness – free from discrimination, harassment, victimisation, bullying and violence – to ensure that acceptable standards of conduct are maintained at all times and take appropriate action if unacceptable conduct is observed.

Occupational Health and Safety

- Comply with the requirements of relevant Work, Health and Safety (or Occupational, Health and Safety) Acts and related procedures developed by JRS.
- Work in a manner that considers duty of care for self and others and be safety conscious at all times.
- Report inappropriate behaviours which endanger self or others including bullying and other harassing behaviours / incidents.

Quality Assurance and Continuous Improvement

- Attend relevant meetings, workshops, conferences and training, as required.

- Become familiar with and follow JRS and the Jesuit Province's quality and standard policies, procedures and management instructions.
- Be open to new ways of doing things that enhance working in an environment that is inclusive and that subscribes to the Ignatian way.
- Strive for continuous improvement in the quality system and work practices by being alert to opportunities for improvement.
- Maintain confidentiality in relation to clients, staff and volunteer issues and all JRS' programs

SELECTION CRITERIA

Essential Requirements:

- Tertiary qualifications in communications, marketing or another relevant discipline.
- Minimum two years of experience in communications or marketing, preferably in the not-for-profit sector.
- Experience maintaining and developing a website, including an understanding of Search Engine Optimisation (SEO).
- Professional experience maintaining social media channels and engaging with audiences across various social media platforms including Facebook, Twitter, YouTube, and LinkedIn for a multitude of purposes (eg. campaigning and fundraising)
- Excellent multimedia skills (ie. video, audio, photo editing), and the ability to develop compelling content across multiple channels (website, social media, supporter communications)
- Excellent copywriting and editing skills adaptable across a range of written and multimedia channels and mediums
- Excellent written and oral communication skills in English.
- Capacity to manage competing deadlines, prioritise workload appropriately and work in a professional and flexible manner.
- Capacity and enthusiasm to work collaboratively and effectively as part of a multidisciplinary team comprising staff and volunteers.
- Adherence to the mission and values of JRS and the Australian Jesuit Province.
- Commitment to human rights and social change and a passion for the rights of people seeking asylum and refugees
- Commitment to working within current Equal Employment opportunities (EEO), Work Health and Safety (WH&S), and child protection legislation.

Desirable:

- Good understanding of issues concerning people seeking asylum and refugees.
- Design skills and experience with the use of Adobe suite, Illustrator and Photoshop and/or experience with Canva
- Experience with email marketing software such as MailChimp.
- Experience with organising events.

Thank you for your interest in working with Jesuit Refugee Service Australia.