

POSITION DESCRIPTION

Position Title:	Digital Media and Communications Coordinator
Location:	JRS Australia is based in Parramatta, Sydney; flexible working arrangements apply, including remote location.
Reports to:	Head of Policy, Advocacy and Communications
Conditions:	Fixed-term 2-year contract, with prospects for transition to permanency; 0.8 FTE; SCHADS Award; flexible working arrangements; salary packaging options

POSITION OVERVIEW

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

The Digital Media and Communications Coordinator is responsible for maintaining and developing JRS Australia's 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, imagery and written content for varied channels. The Digital Media and Communications Coordinator will also be responsible for the delivery of JRS Australia's annual report and newsletters. The Digital Media and Communications Coordinator will work closely with the Head of Policy, Advocacy and Communications and the Partnerships team to consolidate and enhance the organisation's public profile.

The Digital Media and Communications Coordinator will report to the Head of Policy, Advocacy and Communications and works closely with colleagues from across the organisation's programs, including those based in JRS international and regional offices.

ORGANISATIONAL BACKGROUND

JRS is an international Catholic organisation with a mission to accompany, serve and advocate for the rights of refugees and other forcibly displaced people. JRS Australia 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 displaced people in need of protection.

JRS Australia aims to support people with living and lived experience of displacement to exercise leadership and agency, and to live meaningful and dignified lives while feeling welcomed and connected to a more fair, inclusive, and just community.

In Australia, JRS' work involves:

- **Supporting people in need through accompaniment and a suite of services** designed to promote dignity, hope and self-reliance, including: emergency food and financial relief, employment assistance, hosting of legal clinics, complex casework, specialist sexual and gender-based violence prevention and response programming, and leadership and community mobiliser initiatives for people with lived experience of displacement.
- **Ensuring a voice for the rights of displaced people** by supporting the leadership of people with lived experience of displacement, conducting research, contributing to policy development, engaging decision-makers, and campaigning to uphold rights, in collaboration with a range of partners including diaspora networks.
- **Building and maintaining strong and collaborative alliances** with parishes, schools, communities, religious orders, faith-based and non-government organisations, and coalitions, and other diverse partners across Australia. This includes co-chairing the Catholic Alliance for People Seeking Asylum (CAPSA) with Jesuit Social Services and participating in a range of campaigns and coalitions at local and national levels.
- **Maintaining a global presence** through our longstanding participation in networks and forums across the Asia-Pacific region and in global policy dialogues and coalitions contributing to relevant UN forums and processes.

Our current [Strategic Plan](#) and latest [Annual reports](#) contain further details.

KEY ACCOUNTABILITIES

Website and online media

- Maintain and 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 raise JRS Australia's public profile and advance its advocacy objectives.
- Manage content uploads, system updates, and analytics gathered from online content platforms, including Facebook, Twitter, and LinkedIn.

Annual report, newsletters, fundraising and events

- Coordinate delivery of JRS Australia's Annual Report and newsletters, including drafting and editing copy, as well as their distribution including via Mail Chimp.
- Develop an annual operational plan for communications activities, including key calendar events.
- Assist partnerships 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 Head of Policy, Advocacy, and Communications with other communications tasks, as agreed.
- Supervise volunteers and interns as required.

GENERAL RESPONSIBILITIES

Philosophy, Mission, and Values

- Understand and demonstrate the Mission and Values of JRS Australia on a day-to-day basis; respect, hope, dignity, solidarity, hospitality, justice, and participation
- Adhere to the policies and procedures of JRS Australia
- Adhere to the JRS Australia and the Australian Jesuit Province Code of Conduct
- Work closely with 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 Australia
- Work in a manner that considers the 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 Australia and the Jesuit Province's quality assurance and standard policies, procedures and management instructions
- Strive for continuous improvement
- Maintain appropriate confidentiality in relation to JRS Australia's matters and programs

SELECTION CRITERIA

Essential Requirements:

- Tertiary qualifications in communications, marketing or another relevant discipline, or equivalent professional experience.
- 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:

- Sound 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.

Additional Information

- **The successful candidate must have and maintain the right to work in Australia**
- Appointment to this position is dependent upon successful completion of a relevant criminal history record check and Working with Children check
- The position holder may be required to undertake occasional work-related travel
- JRS is committed to the health and safety of its staff, volunteers and the people whom we serve, and it is expected that staff are verifiably vaccinated against COVID-19.

Application Process:

Applications must address all of the selection criteria and include a current CV and contact details for three professional referees. Applications will only be considered if they address the selection criteria.

To apply for this position please submit a complete application to jobs@jrs.org.au **by 8:00am on Monday 6 March 2023**. To enquire about the position prior to the deadline please email shuja.jamal@jrs.org.au with your contact details to receive a call back.

People with living and lived experience of displacement who meet the essential criteria are strongly encouraged to apply.