

## Position Description

<b>Position Title:</b>	<b>Fundraising and Operations Coordinator</b>
<b>Location:</b>	Flexible arrangements – working from home and JRS Office based in Parramatta; with frequent travel to other locations in Sydney for community engagement
<b>Reports to:</b>	Head of Strategy and Operational Sustainability.
<b>Award:</b>	SCHADS 5.1
<b>Conditions:</b>	Part-time (0.8FTE) Contracted until 19 December 2025, with possibility of extension based 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 other 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, people seeking asylum and migrants in situations of vulnerability 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:

- Supports and accompanies community-based people seeking asylum, refugees and migrants in vulnerable situations through a holistic programme of casework, financial assistance, community activities, food bank, English classes, an employment program, a women’s program, workshops and drop-in programs provided through our drop-in centre in Parramatta.
- Supports women seeking asylum and temporary visa holders 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 or have been held at detention facilities across Australia or who have been transferred from Manus Island or Nauru.
- Raises awareness with young people and others in the community through schools, parishes, 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 to advise government and non-government organisations (NGOs) on policy and program responses.
- Supports JRS projects and activities overseas, for example, through regional and international advocacy and campaigns.

## **POSITION OVERVIEW**

The Fundraising and Operations Coordinator will play a critical role in supporting JRS's operational sustainability and strategy. Reporting to the Head of Strategy and Operational Sustainability, this role involves fundraising, donor and stakeholder engagement, marketing and philanthropy support, supporting day-to-day operational activities, and maintaining efficient systems and processes.

## **KEY TASKS AND RESPONSIBILITIES**

### **Key Responsibilities:**

- Identify and pursue funding opportunities, seeking collaboration from key staff where required.
- Support the development and implementation of JRS Australia's fundraising strategy, tracking key metrics and reporting progress on campaigns, donor engagement, and revenue goals.
- Coordinate and produce the Easter, EOFY and Christmas funding appeals
- Help recruit, train and lead a small team of volunteers to support fundraising initiatives that require additional resourcing
- Coordinate and run fundraising events o Coordinate grant applications in partnership with key staff and Head of Strategy and Operational Sustainability.

### **Stakeholder Engagement:**

- Develop a structured donor engagement plan to ensure effective donor stewardship.
- Build and maintain relationships with potential donors, partners and stakeholders.
- Act as the primary point of contact for external enquiries and partnerships related to donations and funding partners.
- Identify and cultivate relationships with major donors and corporate partners, aligning giving opportunities with JRS Australia's mission.
- Prepare and deliver high-quality presentations and communication materials for diverse audiences including philanthropy foundations, government departments, JRS donor and supporter base.

### **Operational Coordination.**

- Ensure compliance with funding agreements, legal regulations, and donor confidentiality while supporting fundraising efforts through donor engagement, partnerships, and reporting to funding bodies.
- Supporting and coordinating internal policies and procedures where there is a gap.
- Support organisational processes and systems, including invoicing and account management.
- Ensure compliance with internal policies and relevant regulations.

**Marketing Support:**

- Coordinating marketing and promotional activities in collaboration with frontline services; policy, advocacy and communications; and volunteers' teams.
- Develop reports, presentations, and marketing materials to enhance visibility and outreach and to share the good work of JRS Australia.

**Salesforce Administration:**

- Support with management and maintenance of Salesforce to ensure accurate data entry and reporting.
- Provide training to team members in the effective use of Salesforce.
- Generate reports and insights to support operational decision-making, funding applications, and advocacy initiatives.

**Team Collaboration:**

- Work collaboratively across departments to achieve organisational goals.
- Provide guidance and support to team members as needed.
- Complete other tasks as determined by line manager

**Key Selection Criteria:**

- Demonstrated experience in a not-for-profit organisation, ideally within refugee or asylum-seeker services.
- Fundraising experience including creating marketing materials and leading the development of successful fundraising campaigns
- Proven experience in philanthropy, fundraising, or donor engagement.
- Experience managing donor databases (e.g. Salesforce) ensuring accurate reporting and insights for fundraising and operations.
- Strong background in operations, including invoicing, account management, and compliance.
- Exceptional presentation and stakeholder engagement skills, including the ability to communicate to specific audiences, including the Catholic community.
- Ability to work effectively with diverse stakeholders, including donors, partners, Catholic networks, and team members.
- Strong organisational and time-management skills with attention to detail.
- Commitment to human rights, gender equality, non-discrimination and social change
- Commitment to working within current Equal Employment opportunities (EEO), Work Health and Safety (WH&S), and child protection legislation.
- A current NSW Police record check and NSW working with children check or willingness to undertake one.

**Qualifications and Requirements:**

- Relevant qualifications in fundraising, business administration, operations management, or a related field.
- Excellent interpersonal, spoken and written communication skills
- Minimum 2–4 years of relevant experience in a similar role.
- Commitment to the mission and values of JRS
- Experience using Canva, Mailchimp, Salesforce, FundraiseUp etc.

**Desirable:**

- Existing contacts in the fundraising and philanthropic space

**Other requirements:****Philosophy, Mission, and Values**

- Understands and demonstrates the Mission and Values of JRS on a day-to-day basis; respect, hope, dignity, solidarity, hospitality, justice and participation.
- Adheres to the policies and procedures of JRS.
- Adheres to the JRS International and the Australian Jesuit Province Code of Conduct.
- Works closely with the relevant people in all the Jesuit ministries to ensure that Ignatian spirituality is fostered and lived within those ministries.
- Behaves in a culturally and linguistically sensitive manner that respects everyone regardless of their background, race, religion, gender, sexuality, ethnicity, ability or any other background.
- Provides and promotes an environment of mutual respect, dignity and fairness – free from discrimination, harassment, victimisation, bullying and violence to ensure that acceptable standards of conduct are always maintained and takes appropriate action if unacceptable conduct is observed.

**Occupational Health and Safety**

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

**Quality Assurance and Continuous Improvement**

- Attends relevant meetings, workshops, conferences and training, as required
- Becomes familiar with and follows JRS and the Province's quality and standard policies, procedures and management instructions.
- Is open to new ways of doing things that enhance working in an environment that subscribes to the Ignatian way.
- Strives for continuous improvement in the quality system and work practices by being alert to opportunities for improvement.
- Maintains confidentiality in relation to clients, staff and volunteer issues.

## **Safeguarding Children and Young People**

Our organisation takes child protection seriously, therefore as a part of your duties and responsibilities, you are also required to:

- Provide a welcoming and safe environment for children and young people
- Promote the safety and wellbeing of children and young people to whom we provide services
- Ensure that your interactions with children and young people are positive and safe
- Provide adequate care and supervision of children and young people in your charge
- Act as a positive role model for children and young people
- Report any suspicions, concerns, allegations or disclosures of alleged abuse to management
- Maintain valid 'working with children' documentation
- Undergo periodic 'national criminal history record' checks
- Report to management any criminal charges or convictions you receive during your employment that may indicate a risk to children and young people.

### **What We Offer:**

- A supportive and inclusive work environment.
- Opportunities to make a meaningful impact on the lives of refugees and people seeking asylum.
- Competitive salary aligned with SCHADS Award Level 5.
- Generous Salary Packaging: Access to a comprehensive salary packaging program to maximise your take-home pay.

### **How to Apply:**

If you would like further information about the **Fundraising and Operations Coordinator** position, please contact: Kamal Kamalaneson, Head of Strategy and Operational Sustainability at [kamal.kamalaneson@jrs.org.au](mailto:kamal.kamalaneson@jrs.org.au)

To apply, please address each selection criteria and send your response, along with your resume and a cover letter to: [jrsreception@jrs.org.au](mailto:jrsreception@jrs.org.au) by 7 March 2025.. Interviews will be in the week commencing Monday 17th March 2025.. This role will commence in mid- April 2025, negotiable.

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