

Mission: Concern Australia works in partnership with young people and children, creating opportunities for them to enjoy full and meaningful lives.

Vision: An Australia where young people and children have HOPE for a successful and positive life.

Values: Faith ♦ Integrity ♦ Respect ♦ Belonging.

POSITION TITLE:	Communication and Relationship Manager
AWARD CLASSIFICATION:	Band/Level 0.8-1.0 FTE (up to \$85,000 pro rata) plus super and salary packaging 12 month Fixed Term Contract (with opportunity to extend)
DEPARTMENT:	Communication and Relationship Unit
DATE APPROVED:	17 th September, 2019
APPROVED BY	General Manager of Business Operations

Concern Australia is a dynamic not-for-profit Christian organisation which finds its roots in the work of Rev Dr John Smith who also founded the God’s Squad Christian Motorcycle Club in the 1970s.

Today we work with young people and children 5-21 years, creating opportunities for them to enjoy full and meaningful lives. Late 2016 we launched 2020VISION, our new Strategic Plan and we are working to realise 4 shared goals to be

PEOPLE-CENTRED ♦ LEADER ♦ PARTNER ♦ STEWARD

Our work focusses on the innovation, development and delivery of responses in the areas of Education; Housing & Homelessness; and Justice. Each year we connect 30,000 vulnerable young people across Australia through the following activities:

Education

- Values for Life – seminars within primary and secondary schools to 25,000 students, parents and teachers across Australia.
- LiveWires – an after school care and holiday programs for 80 school aged children and support to 40 families living in the Collingwood housingestate.
- Hand Brake Turn – pre vocational automotive training to 80 trainees per year

Housing & Homelessness

- Inside Out – the provision of Out-Of-Home-Care in partnership with the Victorian Government’s Department of Health and Human Services through the Enhanced Lead Tenant Program offered to young people living in 17 properties across metropolitan Melbourne.
- STEPS Outreach Service – support to over 500 homeless young people from the steps of Flinders Street station.

Justice

- Chaplaincy and support services for young people at the Malmsbury Youth Justice Centre.

ORGANISATIONAL RELATIONSHIPS

REPORTS TO:	Chief Executive Officer
SUPERVISES:	Two direct reports
INTERNAL LIAISONS:	Executive, Program Managers, Finance
EXTERNAL LIAISONS:	Donors, Philanthropists, Funders, Corporates, Media

POSITION OBJECTIVES

- Raise the profile of Concern Australia’s activities and programs for young people and children
- Increase funding opportunities and diversify income streams for Concern Australia
- Develop a strategic approach for Concern Australia’s marketing, communication, fundraising, stakeholder engagement and relationship management
- Enable others within the organisation to promote programs, raise funds and engage stakeholders to support Concern Australia’s activities and programs

KEY RESPONSIBILITY AND DUTIES

- Manage all Concern Australia branding, communications, media and marketing (internal and external)
- Liaise with individual donors and philanthropists with a focus on generating funds through a strong connection of interest in our work in Education, Housing/Homelessness & Youth Justice
- Coordinate and lead fundraising campaigns, grants, tenders and engagement events to support programs and activities
- Engage partners with a focus on creating long lasting relationships that realise shared value
- Supervise and support staff and volunteers

INTERPERSONAL SKILLS

- Demonstrated ability to maintain confidentiality
- Possess excellent communication and interpersonal skills with a strong focus and proven ability to connect with, build and maintain stakeholder relationships
- Highly organised with strong administrative and self-management skills with a proven ability to manage and prioritise workloads
- Ability to think creatively, strategically and innovatively
- Flexibility to adjust and adapt to changing organisational demands whilst meeting routine commitments and deadlines
- Ability to negotiate with service providers and partners and prepare reports, budgets, acquittals and correspondence as required

QUALIFICATIONS AND EXPERIENCE

- Degree or diploma in a communications/marketing/fundraising/media/public relations/philanthropy or lesser formal qualifications with experience in a similar role
- Demonstrated experience in developing strategy and its successful execution
- Experienced public speaker with well-developed oral and written communication/presentation skills that can be tailored for different audiences
- Highly competent in Microsoft Office applications and experience in Sharepoint, CRM database (Profiler), website and social media platforms
- Experience in producing management reports and a broad suite of communication material

KEY SELECTION CRITERIA

1. Demonstrated experience in strategic thinking, planning and project management
2. Qualifications and/or experience in communications/marketing/fundraising/media/public relations/philanthropy
3. Well-developed communication skills – presentation, oral and written material with the ability to prepare correspondence, reports, publications and maintain records
4. Successful engagement with donors, philanthropists, corporates and community partners
5. Self-motivated and ability to take on responsibility and lead by example
6. Experience to effectively manage a team and own time (and priorities) in a dynamic and ever changing environment
7. Budget forecasting, monitoring and reporting experience
8. Demonstrated commitment to Concern Australia's Values and a passion to support children and young people

CHILD SAFETY COMMITMENT

Concern Australia is committed to providing a child safe and protected environments in all its activities and programs and has a zero tolerance approach to child abuse or exploitation. Contact and working with children is a critical responsibility. Children have the right to be safe and protected. All employees are required to have a valid Working with Children Check and a National Police Check