

Position Description



Position:	Community & Events Coordinator
Reports To:	Fundraising Manager
Award Pay Level:	Level 5 under the Social, Community, Home Care and Disability Services Industry Award
Location:	Footscray VIC (travel to other ASRC sites required)
Date Update:	2 January 2025

Organisational context

The Asylum Seeker Resource Centre (ASRC) is a leading advocacy organisation for people seeking asylum in Australia. We are a values-driven organisation that strives to be part of a movement that helps people seeking asylum by providing direct services such as assistance with accommodation, food, casework, employment, education and legal services. We campaign and lobby with our sector to drive law reform and policy change.

At the heart of the ASRC strategy is the people we serve, and our commitment to ensuring that their voices of lived experience are embedded in all that we do. The ASRC exists for refugees and asylum seekers, and we are in the service of this community of people. It's important that our work and focus is led by what this community needs, expects and wants from us.

About the Team

The Fundraising, Philanthropy & Supporter Experience Department is responsible for the ASRC's fundraising, philanthropic and grant efforts, including appeals, grants, regular giving, gifts in wills, mid-value giving, major donors, philanthropic trusts, community fundraising and events, a \$16 million portfolio. This sits alongside overall responsibility for the ASRC supporter experience, which encompasses both financial and non-financial donor portfolios. This Department oversees strategies to ensure

significant engagement retention of the donor database through exceptional supporter experiences including the capacity to upgrade donors at all levels, increase loyalty through cross-pollination and recover donors that have become lapsed, while leading the strategy of “communicating impact”.

The Department works constructively with Marketing & Brand and Advocacy & Campaigns teams to support supporter acquisition and conversion, alongside leading a culture of project methodology and implementation for major campaigns.

Position Purpose

Reporting into the Fundraising Manager, the purpose of this role is to coordinate ASRC signature events, the Telethon & Feast for Freedom, and coordinate the relationships with schools, community groups and other special interest groups in order to secure community and event fundraising income to support the organisation mission.

Key Accountabilities

- Meet or exceed targets in securing donations (both cash and in kind) from fundraising events, new and existing community groups and individuals
- Contribute to the planning and budgeting for Events and Community Fundraising, including messaging ideation through to implementation across multiple channels
- Project manage the World Refugee Day Telethon and Feast for Freedom events to ensure projects are executed on time and all stakeholders are working towards agreed deadlines and budgets
- Recruit, retain and support schools and community fundraisers to stage events and other fundraising activities in support of the ASRC
- Provide reporting on events and community fundraising targets to senior management
- Supervise the recruitment, training and rostering of volunteers to support the functions of this role.

All ASRC People Will:

- Understand and follow their responsibility to always act in a manner that supports the safety, health and wellbeing of themselves and others in the workplace.
- Centre the rights of people seeking asylum and actively working toward bringing the ASRC vision and purpose to life.
- Demonstrate the ASRC values of Collaboration, Welcome, Courage and Authenticity and demonstrate behaviours that contribute to a culturally safe, inclusive and respectful workplace.

Role Requirements

Essential Skills, Experience & Qualifications

- Demonstrated experience in events, community engagement, fundraising or relationship management
- Excellent relationship development skills, supporter care, project planning with attention to detail and the ability to manage multiple projects and timelines
- Experience in customer service and supporter care
- The ability to collaborate and engage a wide-range of internal and external stakeholders
- Strong written and verbal communication skills including the ability to do public speaking
- Competent using a CRM database to record, report and analyse supporter or customer information
- Knowledge of the policy context of practice with asylum seekers visa categories/conditions, and the barriers faced by people seeking asylum in Australia

Desirable:

- Lived experience of seeking asylum
- Experience in the training and management of volunteers

Policy and screening requirements

All ASRC staff and volunteers are required to adhere to policies and procedures which aim to further culturally safe, inclusive and respectful work practices. All offers of employment are subject to satisfactory Criminal History Check and provision of a valid Working with Children Check prior to commencement.

I have read and understood and agree to perform the responsibilities outlined in this position description.
Name:
Date: