

Position Description

Position:	Supporter Experience Telefundraiser
Reports To:	Regular Giving Coordinator
Award Pay Level:	Level 2 under the Social, Community, Home Care and Disability Services Industry Award 2010
Location:	Footscray VIC (Flexible work arrangements available, travel to other ASRC sites required)
Date Update:	March 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 Portfolio and Department

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 Regular Giving Coordinator, this role provides an inspiring, effective and engaging donor experience to increase loyalty and commitment through phone calls to our supporters and donors.

Key Accountabilities

- Engage with existing and inactive donors updating them on our work, thanking them for their support and asking them to increase or reactivate their monthly donation
- Provide support to the Community & Events team to call event hosts or participants as part of stewardship and onboarding plans
- Support other outbound and inbound calling campaigns as required
- Providing administrative follow up to donors where required alongside the wider Supporter Experience team, either via mail, email or phone

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

- High level of written and spoken english communication skills
- Excellent interpersonal skills with the ability to build and maintain relationships
- Good understanding of technology including the google suite
- Experience in delivering high-level customer service
- The ability to work autonomously with proven initiative
- Experience working towards KPIs and/or targets

Desirable:

- Experience as a direct marketer - call centre, door to door, or on-street sales
- Previous experience in fundraising
- Lived experience of seeking asylum
- Knowledge of the policy context of practice with asylum seekers visa categories/conditions, and the barriers faced by people seeking asylum in Australia

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: