

Position Description

Community Engagement Lead



Position	Community Engagement Lead
Team	Community Engagement Team
Employment Type	Permanent
Hours	Part-Time (0.8 FTE)
Location	Cheltenham <i>From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.</i>
Reports To	Marketing and Communications Manager
Effective Date	October 2019

Overview of Program

The Community Engagement Team is focussed on building strong and sustainable relationships with internal and external stakeholders to promote the brand, programs and reputation of Family Life.

Family Life is deeply invested in supporting long term, positive social change with the communities that we partner with – the Community Engagement Team tells the story about this work.

Position Objective

The Community Engagement Lead is responsible for facilitating fundraising programs and developing and maintaining donor relationships and community partnerships for the organisation.

Key Responsibilities

The key responsibilities include but are not limited to:

- In consultation with the Marketing and Communications Manager, developing and implementing a fundraising and relationship development strategy.
- Working with the CEO and Community Engagement Team to drive stakeholder engagement.
- Working with the Digital Communications Coordinator to plan and implement fundraising campaigns.
- Expanding and developing Family Life's Customer Relationship Management (CRM) tool.
- Working with the Foundation Board to identify and initiate projects that drive community partnerships and fundraising opportunities.
- Assisting the CEO, Foundation Board and Community Engagement Team to deliver against organisational goals and objectives.
- Coordinating Community Engagement events, where required.

Key Selection Criteria

1. Tertiary qualification in Business, Marketing, Community Relations or a related field or extensive work experience in Community Relations and/or Fundraising.
2. Demonstrated experience in a fundraising role.
3. High level proficiency working with CRM databases.
4. Excellent written and verbal communication skills and the ability to use technology to innovate communications.
5. Highly flexible, adaptive and efficient.
6. Partnership focussed with demonstrated ability to collaborate with a diverse range of stakeholders.
7. Ability to work autonomously.

The Family Life Way

Our six principles are at the heart of the work that we do at Family Life, they inspire us to achieve the best results for our clients and the communities we serve. The principles exemplify our commitment to support our people to produce quality services and outcomes.

Create Safety



- Safety for Clients and Peers
- Respect, Empowerment & Well-being
- Be Supportive
- Be Kind

Celebrate Difference



- Welcome Diversity
- Celebrate Difference Of Ideas
- All Community Members are Welcome at Family Life
- Share Knowledge and Experiences

Be Bold



- Fail Forward
- Lead By Example
- Ask Why?
- Ask for Feedback and Self-Reflect

Be Real



- Be the Best Version of Yourself
- Admit What You Don't Know
- Have the Hard Conversations, Respectfully
- Be Open and Honest

Dream Big



- Have Stickability - Persistence
- Think differently, Innovatively
- Be Adaptable
- Plan and Prioritise

Embrace Everyone



- Many Voices, One Purpose - To Transform Lives for Stronger Communities
- Collaboration
- Partnerships
- Be Inclusive and Encourage Participation

Additional Information

- Family Life is a youth and child safe organisation. We value, respect, and listen to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family life operates across multiple sites therefore it is essential that all employees hold a current Driver's License.
- Family Life offers generous Salary packaging benefits.
- All offers of employment at Family Life are subject to a six month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- We pride ourselves on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- We expect all Family Life employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.