

## POSITION DESCRIPTION

<b>Position title:</b>	<b>Member &amp; Supporter Coordinator</b>
<b>Function:</b>	Community Engagement
<b>Classification</b>	Level 4
<b>Location:</b>	Carers Victoria Head Office - Footscray
<b>Reports to (job title):</b>	Senior Manager, Community Engagement

<b>Key purpose statement</b>
<p>Carers Victoria is a for-purpose organisation with a mixed core funding base mostly provided by the Victorian and Australian Governments. The organisation works closely with Carers Australia and the network of Carer Associations in each state and territory to improve the lives of carers throughout Australia.</p> <p><b>Our Vision</b></p> <p>An Australia that values and supports all carers.</p> <p><b>Our Purpose</b></p> <p>We work to ensure that caring is a shared responsibility of family, community and government. We want to support carers better; we want to make carers' lives better.</p> <p><b>Our Values</b></p> <p>Respect and Dignity; Honesty and Confidentiality; Empathy and Compassion; Equity and Diversity; Integrity and Accountability; Courage and Fortitude</p> <p><b>Community Engagement – Purpose</b></p> <p>The Community Engagement function is focussed on designing and implementing a strategic approach to direct carer/member/supporter engagement to maximise reach, engagement and building long term relationships, including:</p> <ul style="list-style-type: none"> <li>• Development of the strategic carer/supporter/member engagement approach.</li> <li>• Exploration of different models in which to build and retain carer support base, whether through membership structures or alternatives.</li> <li>• Management of supporter relationships and engagement, in collaboration with the marketing and communications function, the sector leadership function and the business development and partnership function.</li> <li>• Management of events and education workshops</li> </ul>
<b>Position Context - Purpose and Objectives</b>
<p>The Member &amp; Supporter Coordinator will support the Senior Manager, Community Engagement in recruiting new members to Carers Victoria and maintaining Carers Victoria's relationship with its existing members.</p>

## OUTPUT AND ACCOUNTABILITIES

<b>Area of responsibility</b>	<b>Key elements (including but not limited to)</b>
<b>1. Membership recruitment and retention</b>	<ul style="list-style-type: none"> <li>• Working with the Senior Manager, Community Engagement, implement membership strategies to attract and recruit new members and retain existing members, in line with the partnership and business development function and marketing and communications strategy.</li> <li>• Provide regular reports on new membership, lapsed members and breakdown. of membership categories and trends, including evaluation of membership strategies or initiatives.</li> </ul>
<b>2. Member engagement</b>	<ul style="list-style-type: none"> <li>• Foster strong positive relationships by providing a friendly and helpful service for Carers Victoria members and supporters.</li> <li>• Increase and maintain member engagement through relevant and meaningful communications, including assisting with development of member communications</li> <li>• Support the implementation of Carers Victoria's member loyalty program</li> </ul>

		<ul style="list-style-type: none"> <li>Assist Senior Manager, Community Engagement with the planning and delivery of member events.</li> </ul>
3.	<b>Membership administration activities and information management</b>	<ul style="list-style-type: none"> <li>Maintenance of member database that supports good communication and program review and development.</li> <li>Take primary responsibility for overseeing the membership application process in accordance with established policies and procedures.</li> <li>Assist with preparing and monitoring of budgets.</li> </ul>
4.	<b>Events</b>	<ul style="list-style-type: none"> <li>Take a support role in the coordination and delivery of member-based events.</li> <li>Collate evaluation data and report on findings.</li> </ul>
5.	<b>Program development and Young Carer Scholarships</b>	<ul style="list-style-type: none"> <li>Provide periodic progress reports to Senior Manager, Community Engagement.</li> <li>Under direction from the Senior Manager, Community Engagement contribute to the implementation of the Carers Victoria Membership strategy.</li> <li>Take a lead role in the coordination of the Young Carer Scholarship Program, ensuring compliance with Carers Victoria's protocol for the program and in line with funding guideline.</li> </ul>
6.	<b>Professional Development</b>	<ul style="list-style-type: none"> <li>Undertake relevant training and professional development, including mandatory training.</li> </ul>
7.	<b>Occupational Health &amp; Safety, Quality and Continuous Improvement</b>	<ul style="list-style-type: none"> <li>Comply with requirements of the Occupational Safety and Health Act and all reasonable directives given in relation to health and safety at work, to ensure compliance with Carers Victoria and legislative health and safety requirements.</li> <li>Provide a positive contribution towards achieving a culturally safe workplace.</li> <li>Demonstrate commitment to and participate in team quality activities to ensure compliance with Carers Victoria quality accreditation and continuous improvement procedures.</li> </ul>

#### ORGANISATIONAL RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> <li>Carers Victoria staff including the Senior Leadership Team</li> <li>Volunteers</li> <li>Students</li> </ul>	<ul style="list-style-type: none"> <li>Members.</li> <li>Carers and care recipients.</li> <li>Suppliers, community and corporate contacts.</li> <li>Other stakeholders.</li> </ul>

#### KEY SELECTION CRITERIA

Parameter	Skills and experience required
<b>Qualifications and other requirements:</b>	<b>Essential:</b> <ul style="list-style-type: none"> <li>Current Drivers Licence.</li> <li>Current National Police Records Check.</li> <li>Current Working with Children Check.</li> <li>Disability Worker Exclusion Scheme Check.</li> </ul> <b>Desirable:</b> <ul style="list-style-type: none"> <li>A tertiary qualification in event management or marketing would be highly regarded.</li> </ul>
<b>Knowledge, skills and experience:</b>	<b>Essential:</b> <ul style="list-style-type: none"> <li>Demonstrated experience in a membership organisation.</li> <li>Experience working with external agencies and suppliers.</li> <li>Experience in a frontline customer service position.</li> <li>Excellent organisational and time management skills.</li> <li>Excellent written and interpersonal skills.</li> </ul> <b>Desirable:</b> <ul style="list-style-type: none"> <li>Experience in event management.</li> </ul>
<b>Personal attributes and behaviours:</b>	<b>Essential:</b> <ul style="list-style-type: none"> <li>High level of motivation and initiative.</li> <li>Ability to work as part of a team and to grow strong working relationships with staff and members.</li> </ul>

	<ul style="list-style-type: none"> <li>• Customer/Carer focus - dedicated to identifying and meeting member/supporter/carers needs; responds to member/supporter/carers needs in a timely manner; listens to and understands the needs of the service recipient and responds accordingly; presents a supportive, helpful manner with members/supporters/carers ; contributes to team/organisation tasks or projects to get results for members/supporters/carers.</li> <li>• Teamwork and collaboration - considers other's viewpoints, puts team first and demonstrates respect for all individuals; participates in team meetings, projects and activities; contributes to a friendly, supportive work environment by developing effective working relationships; uses collaboration in problem-solving as appropriate; shares information, knowledge and resources and helps others.</li> <li>• Communication - ability to communicate effectively in written and verbal form; uses active listening skills internally and externally; ability to have open discussions; resolves conflict effectively.</li> <li>• Effectiveness/results - establishes priorities and acts accordingly; identifies alternatives and makes sound judgments; proactively identifies problems and develops solutions; avoids duplication, works efficiently and effectively; maintains a clear focus on outcomes and measurable results, rather than activity or process; is well organised and seeks to improve the efficiency and effectiveness of the work unit; has effective time management skills.</li> <li>• Demonstrated skills and ability to implement inclusive practice principles when planning and delivering work across diverse communities, including LGBTIQ+ communities, Aboriginal and Torres Strait Islander communities, Culturally and Linguistically Diverse communities.</li> <li>• Ensure workforce interactions with carers are kind, caring and respectful of each person's identity, culture and diversity.</li> <li>• Understanding of Child Safety Legislation and a commitment to child safety practice.</li> </ul>
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Carers Victoria is an equal opportunity employer and welcomes people from culturally diverse backgrounds, linguistically diverse people, Aboriginal and/or Torres Strait Islander peoples, members of the LGBTIQ+ communities and people with disabilities.

Carers Victoria is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. We draw pride and strength from our diversity and actively foster an inclusive workplace that celebrates the contribution made by all our people. Carers Victoria is also committed to protecting the best interests and safety of children and vulnerable people.

#### VERSION CONTROL

<b>Created by:</b>	Human Resources
<b>Approved by:</b>	Transition Governance Team
<b>Date:</b>	20/03/2020