ROLE DESCRIPTION

Role: Donor Services Coordinator

Reports to: Team Leader, Donor Supporter Services

Role Family: Corporate Support Level: D

Organisational Context:

Cerebral Palsy Alliance (CPA) is the largest non-government provider of disability services in NSW, providing a range of services to people with cerebral palsy and other disabilities. These include accommodation, therapy, technology, employment, community access and support. Services currently operate in a highly decentralised model through 70 separate outlets.

The Research Foundation (CPF) was formed by Cerebral Palsy Alliance of NSW with the aim of finding a prevention and/or cure for cerebral palsy. Cerebral palsy is the most common childhood, physical disability, affecting one in every 400 babies born in Australia.

Cerebral Palsy Alliance’s & Research Foundation’s corporate offices are based at Allambie Heights. Their primary function is to provide the organisation with the necessary resources and support that will assist all operational areas to achieve CPA/CPF’s overall mission and strategic direction.

The Fundraising and Marketing Department is located centrally at Allambie Heights and has responsibility to achieve actual income and net returns in line with budgets. Voluntary income accounts for 20% of the organisation’s annual operating revenue. Fundraising income is generated through a wide variety of fundraising initiatives and activities such as Direct Mail; Events, Raffles; Telemarketing, Pledge Giving; Payroll Giving; Community Network, Bequests; Corporate Partnerships, and Donations from Clubs and Foundations. The department uses a database called thankQ.

Purpose, Nature and Scope of the Role:

The Donor Services Coordinator will be responsible for the following initiatives:

- Customer Service
- Community Networks
- Database Administration

Organisational Relationships & Staff Establishment:

This role reports directly to the Donor Services Team Leader who in turn, reports to the Head of Direct Marketing and Donor Services, who in turn reports to the General Manager of Fundraising & Marketing, who reports to the Chief Executive Officer.

The organisation has the highest preference for seeing employees move to more senior roles of responsibility and remuneration, where such vacancies exist.

Donor Services Coordinator -> Donor Services Manager -> Head of Individual Giving
Core Competencies of the Role:

- Organisational Knowledge
- Leadership/Teamwork
- Interpersonal Skills/Communication
- Problem Solving/Decision Making
- Legislation/Standards/Practice
- Service Delivery

Professional Learning & Development:

Cerebral Palsy Alliance has a strong commitment to providing our employees with evidence-based, responsive professional development which includes the delivery of nationally accredited courses through its Registered Training Organisation.

It is compulsory for all new employees to complete Cerebral Palsy Alliances, Orientation and Induction Program in accordance with the current action PACT Learning Calendar. For further information please visit: http://www.cerebralpalsy.org.au/our-services/education-and-consultancy/actionpact-learning

Each employee must also ensure that learning and development, as outlined in the Annual Performance Appraisal, including knowledge of current Cerebral Palsy Alliance policies and procedures, is maintained.

Other training:

- ThankQ database

Interpersonal Relationships:

Internal:

- Fundraising and Marketing Team
- IT Department
- Finance Department
- Cerebral Palsy Alliance’s management and staff.

External:

- Individual and corporate donors
- Database provider
- Third party providers

Position Dimensions:

Staffing:
- Direct Reports: Nil
- Indirect Reports: Nil

Budget: Nil
Summary of knowledge, skills, experience and values:

Essential:
- Sound customer service skills and demonstrated understanding of customer service principals
- Ability to turn conflicts and complaints into positive outcomes
- Strong attention to detail that has resulted in customer satisfaction (internal or external)
- Sound verbal and written communication skills
- Comfortable with data
- Produces reports according to timetable in a timely manner
- Ability to prioritise work and meet deadlines
- Presents a positive image of the organisation to the community and external customers.
- Excellent computer literacy and knowledge of software packages – intermediate skill level (Word, Excel, Access and Internet)
- Understanding of electronic file types and data

Desirable:
- Good knowledge of thankQ database
- Commitment to professional development
- Understanding of, and commitment to Occupational Health & Safety principles

Signed.................................................... Date..........................................

STATEMENT OF DUTIES
People and Culture does not require a Statement of Duties. However, where duties vary amongst employees with the same (or generic) role description, the manager may choose to attach a detailed statement of duties to the role description.
<table>
<thead>
<tr>
<th>Core Competencies</th>
<th>Competency Descriptors</th>
<th>Performance Outcomes</th>
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</thead>
<tbody>
<tr>
<td><strong>Organisational Knowledge</strong></td>
<td>Has a general understanding of the mission and values of CPA. Has a general understanding of Cerebral Palsy Alliance’s Key Result Areas and Strategies. Has a general understanding of the impact and interaction of services/programs/Departments on other CPA services. Has a general understanding of CPA policies and procedures.</td>
<td>• Clearly articulates the policies and procedures affecting their role. • Can identify key internal partners and the relationships. • Clear understanding of the links between Fundraising and other CPA services. • Can describe in general terms how our fundraising plan fits within CPA’s strategic plan. • Operates from a Code of Conduct in line with policies and procedures.</td>
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<tr>
<td><strong>Leadership/Teamwork</strong></td>
<td>Ability to work with minimal supervision. Checks and guides the work of less experienced staff. Becoming self-reliant. Provides coaching on the job. Works collaboratively as part of team.</td>
<td>• Works independently under leadership of senior staff. • Supports and instructs less experienced staff in the performance of their roles. • Actively contributes to team planning, staff meeting and support sessions. • Actively contributes to a culture of teamwork. • Recognises and utilise other team members skills and expertise. • Identifies the need for support and seeks assistance to resolve issues. • Meets required responsibilities as per role. • Supports colleagues in their roles and responsibilities. • Provides peer feedback for other staff appraisals. • Coordinates team projects in consultation with manager. • Provide positive role model to other staff in own area of work.</td>
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<td><strong>Interpersonal Skills/Communication</strong></td>
<td>Deals with non-routine enquiries via phone and email handles routine documentation in a timely manner Interacts with people via the use of documentation. Minimises conflict.</td>
<td>• Accurately and professionally responds to enquiries/issues. • Uses conflict resolution principles to resolve own conflicts. • Demonstrates an awareness of the impact of staff conflicts on others and service delivery. • Demonstrates a clear understanding of Good Working Relations, including harassment, bullying and discrimination. • Recognises the impact of diversity in the workplace and adjusts own work practices accordingly.</td>
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<tr>
<td>Problem Solving/Decision</td>
<td>Actively identifies and resolves problems/discrepancies within own work.</td>
<td>• In the absence of more senior staff, demonstrates initiative to deliver service functions</td>
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<td>Making/Research</td>
<td>Seeks supervisor's assistance when necessary.</td>
<td>• Independently prioritises essential duties, work schedule and displays effective time management skills</td>
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<td>Adjusts own work accordingly.</td>
<td>• Self-evaluates role and own performance</td>
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<td>Highlights non-routine complex problems and suggests solutions.</td>
<td>• Consults in problem solving/decision making process</td>
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<td>• Actively seeks out solutions to identified problems within working environment</td>
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<td>Legislation/Standards/Practice</td>
<td>Has a working knowledge of all relevant standards and government legislation e.g., OH &amp; S, Disability Services Act, Disability Service Standards.</td>
<td>• Adheres to detailed and precise service delivery procedures and standards</td>
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<td>Understand the issues surrounding non-compliance to legislation and standards, and the impact this has on the organisation.</td>
<td>• Evaluates own work to ensure standards are met</td>
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<td>Understands how work practices change and their impact across other work areas.</td>
<td>• Suggests changes to improve quality in own work area and makes agreed changes</td>
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<td>• Awareness of ‘bigger picture’ – the impact of legislation and standards on day to day service delivery</td>
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<td>• Demonstrates working knowledge of OH&amp;S responsibilities, policies and procedures within organisation</td>
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<td>• Identifies and reports all policy/procedural breaches</td>
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<td>• Actively participates through available means, to develop better work practices</td>
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<td>Qualifications/Experience</td>
<td>Certificate III or equivalent work experience.</td>
<td>• Numeracy and literacy skills appropriate to role</td>
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<td>• Intermediate computer skills in Microsoft Office (Word, Excel and Outlook)</td>
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<td>• Basic computer skills in PowerPoint</td>
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<td>• Supports other team members in Microsoft Office and thankQ computer applications</td>
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<td>• Undertakes training and becomes efficient in thankQ database</td>
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<td>• Demonstrated ability to project manage end to end on selected projects/programs/campaigns</td>
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| Service Delivery  | Performs general administrative and or data entry duties including the maintenance of record systems (hard copy and electronic). Deals with simple/routine correspondence. Understands and adopts terminology appropriate to the area of work. Presents a positive image of the organisation to the community and external customers. | **Customer Service:**  
- To be the ‘first port of call’ for all donor enquiries via phone and email  
- Deliver outstanding donor support utilising developed listening skills, attention to detail, thoroughness and empathy  
- Minimise attrition of regular donors through strong communication skills  
- Work to high standards to ensure donor communication is mailed promptly and accurately  
- Be aware and model the principles of outstanding donor care  

**Database Administration:**  
Donor Services Coordinators will be responsible for one of the 3 key areas of donor support, and will receive cross training in the other two areas.  

**One off Donations:**  
- Importing Cheque and Credit Card Donations files from outsourced providers  
- Importing and allocating donations and payments made via the CPA Website  
- Undertake additional duties as requested by the Donor Services Team Leader  

**Bank Account Reconciliation**  
- Match donations to the correct donor, liaise with other team members to ensure donation is correctly allocated to fundraising budget areas, issue correct receipt via database.  
- Assist with Event setup in database (auction items) and allocate to correct purchaser post-event and issue non-tax deductible receipt.  

**Money boxes:**  
- To develop efficient administration processes to support and implement on an ongoing basis  
- Motivate & Managing Community Collectors and assigning collection runs as required  
- Preparing and sending quarterly Bank Letters to Community Collection Supporters  
- Processing Direct Deposit Community Collection Donations from the Deductible Gifts and Fundraising Bank Accounts |
Statement of Duties

Key Duties and Responsibilities:

Customer Service:
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