

POSITION: Database and Supporter Care Coordinator

REPORTS TO: Donor Database Manager

DATE UPDATED: March 2025

ORGANISATIONAL ENVIRONMENT

MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers experienced through Homelessness, Disability, Palliative care, Early Childhood Intervention Services and Education.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

JOB CONTEXT

MCM's 5-year Strategic Plan includes the Goal – Deliver. Through Fundraising's 5yr Strategic Plan the team will increase diversity of funding sources including a significant increase in Fundraising Income. The Database and Supporter Care Coordinator works as part of this motivated and visionary team.

JOB PURPOSE

The Database and Supporter Care Coordinator supports the Database Manager and wider team with the technical aspects of the Raiser's Edge database, including extraction of data, data importing, day to day administration of third-party platforms, accurate reporting, and the provision of technical database support to the GM and Team as required.

JOB OBJECTIVES

Duties of this role may include but are not limited to the following:

- In consultation with the Database Manager, segment and extract and prepare data for appeals and other fundraising and engagement activities.
- Maintain and update the database to accurately reflect fundraising and engagement activities, including constituent records and relevant coding.
- Import and validate precise data from various sources including third-party fundraising platforms.
- Create and manage Donation Forms within the Database for website and e-communications, while also regularly updating receipt templates.
- Generate monthly financial reconciliation reports and other necessary reports as per requirements.
- Ensure data integrity by following high-quality data standards and collaborating closely with the Donor Database Manager to continuously enhance business rules for optimal utilisation of the Raiser's Edge database. Implement global database updates when necessary to ensure data accuracy and efficiency.
- Assist Fundraising Team members to ensure to ensure compliance with established data processes and business rules.

- Provide support to the Donor Database Manager by conducting staff training on the effective use of the Raiser's Edge database and addressing day-to-day "Helpdesk" queries.
- Support the Fundraising Administrative Assistant with donation processing and customer service in peak periods.
- Perform other duties and responsibilities, as directed by the Donor Database Manager or their delegate.

POSITION AUTHORITIES

Direct reports: Nil

Indirect reports: Nil

Operating expenditure: Nil

Capital expenditure: Nil

Other: Nil

KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

- | | |
|-------------------------------|---|
| Internal Relationships | <ul style="list-style-type: none"> • Staff from MCM and Hester Hornbrook • Particularly the Fundraising and Marketing Teams |
| External Relationships | <ul style="list-style-type: none"> • Software and Direct Marketing vendors • Members of the public, from time to time |

KEY SELECTION CRITERIA

Essential:

- Proven track record demonstrating extensive experience working with Raisers Edge or similar CRM platforms.
- Exceptional attention to detail and a track record of maintaining high-quality, accurate, and reliable donor data.
- Experience in conducting regular data audits, cleansing, and validation to ensure accurate and up-to-date donor information.
- Demonstrated ability for troubleshooting database-related issues and providing effective solutions.
- Demonstrated commitment to handling sensitive donor information with confidentiality and maintaining the trust of donors.
- Proactive approach to staying updated with the latest donor database management best practices and implementing process improvements.
- Willingness to provide training and support to team members in utilising the donor database effectively.

- Excellent written and verbal communication skills, with the ability to effectively interact with team members and donors.
- Well-developed organisational and time management skills.
- Proactive, self-motivated, and driven with a can-do-attitude and a strong sense of initiative.
- Demonstrated ability to work autonomously and as part of a team.
- Proficient in the use of computer systems, including the Microsoft suite of programs, electronic recording systems, and data management tools.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia.

Desirable:

- A solid understanding of fundraising principles and donor engagement strategies. Familiarity with donor segmentation techniques, donor lifecycle management, and fundraising best practices.
- Experience working with third-Party fundraising platform integrations.

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation. We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

Workplace Health & Safety:

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and people who use our services and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and people who use our services who may be affected by your acts or omissions in the workplace.

Operational Accountability:

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- All employees are subject to MCM's Employment Safety Screening Procedure.

LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	<p>People at the Centre We do our best work when we understand the people we serve and enable them to direct their own lives, demonstrating unconditional positive regard. We partner with others to provide access to what they need locally.</p>
PARTNERSHIPS	<p>Collaboration & Cooperation Seeks to find the right solution for all. Stays connected, and works together with colleagues and the people who use our services to achieve great things.</p>
REPUTATION	<p>Doing the Right Thing Manages resources wisely to deliver sustainable value for service users and those who contract those services. Looks to reduce waste and duplication of effort.</p>
PEOPLE	<p>Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to setbacks and disappointments.</p>
PEOPLE	<p>Wins Hearts & Minds Contributes to an environment where people want to do their best work, and show commitment to the One MCM Purpose and Philosophy.</p>
PEOPLE	<p>Safety First Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.</p>

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

- Together** We are inclusive and accepting of difference.
We work in highly effective teams and our people are connected across our organisation.
We engage proactively with others to deliver outcomes.
- Courageous** We speak up constructively in line with our convictions.

	<p>We pursue our goals with determination.</p> <p>We are passionate about our advocacy role.</p>
Curious	<p>We are inquisitive and ask why.</p> <p>We challenge the status quo.</p> <p>We actively explore the alternatives.</p>
Open	<p>We are transparent and have genuine, honest interactions.</p> <p>We listen and hear people's voices.</p> <p>We value and respect the autonomy of clients.</p> <p>We trust one another.</p>
Accountable	<p>We act safely in all our interactions.</p> <p>We manage within our financial and resource boundaries.</p> <p>We own our outcomes and decisions.</p> <p>We are proud of the work that we do.</p>