



# Healing Foundation

Strong Spirit • Strong Culture • Strong People

| Position Description  |   |
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| Position Title:       | Senior Support Engagement Officer                     |
| Reporting to:         | Manager Supporter & Donor Engagement                  |
| Direct Reports:       | 0   |
| Location:             | Brisbane or Canberra                                  |
| Job Type:             | Full time   |
| Appointment:          | 12 months non-ongoing (with possibility of extension) |
| Competency Framework: | Lead Practitioner L1                                  |
| Last updated:         | 09.11.2022  |

## THE HEALING FOUNDATION VISION

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The Healing Foundation is a national Aboriginal and Torres Strait Islander organisation that provides a platform to amplify the voices and lived experience of Stolen Generations survivors and their families.

We work with communities to create a place of safety, providing an environment for Stolen Generations survivors and their families to speak for themselves, tell their own stories, and be in charge of their own healing.

We promote trauma-aware, healing-informed practice to help government, policymakers, and workforces understand their role in intergenerational healing.

By addressing unresolved trauma in First Nations communities – trauma that was caused by colonisation and actions like the forced removal of children – we are walking alongside communities on the path to healing.

We are governed by a First Nations Board and Executive and guided in our work by our Stolen Generations and Youth Reference Groups.

Our work honours our First Nations ancestors who inspire strong spirit, strong culture and strong people in all future generations.

## THE ROLE AND THE TEAM

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The role: Senior Supporter Engagement Officer

Our **Operations** team enables The Healing Foundation's work to deliver our strategic objectives through the functions of Audit, Finance, Compliance, Intellectual Property, Procurement, Contract Management, Communications, and Information and Communication Technology. Each team collaborates with colleagues across the organisation to deliver solutions for identified needs - adding value through their subject matter expertise.

## COMPETENCY FRAMEWORK CORE COMPETENCIES AND JOB SPECIFIC COMPETENCIES

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The Healing Foundation Competency Framework is designed to provide a roadmap for leaders and teams to have more specific discussions on *'how to be successful'* at the Healing Foundation by articulating what our expectations of ourselves and others are. It is designed to support the achievement of our strategic plan.

Reporting to the **Manager Supporter & Donor Engagement**, your role must demonstrate the following Core competencies and Job specific competencies:

| CORE COMPETENCIES               |  |
|---------------------------------|--|
| <b>PEOPLE AND RELATIONSHIPS</b> | <ul style="list-style-type: none"><li>• <b>Live our Values and Guiding Principles:</b> Demonstrate our values and guiding principles in our daily behaviours, habits and interactions with others</li><li>• <b>Enhance Health and Wellbeing:</b> Be socially responsible with a genuine commitment to an environment where people are safe, free from harassment of any kind, and where they can enhance their physical, mental and emotional wellbeing</li><li>• <b>Grow Cultural Awareness and Connection:</b> Appreciate and respect the significance that Aboriginal and Torres Strait Islander people place on culture, family and country, and how these elements are connected</li><li>• <b>Proactively Engage and Communicate:</b> Build and maintain relationships with respectful and honest communication, that facilitates mutual benefits and outcomes and that encourages and supports all staff to speak up about unwelcome, offensive or illegal behaviours.</li></ul> |
| <b>RESULTS AND EXPERTISE</b>    | <ul style="list-style-type: none"><li>• <b>Understand Our Business:</b> Be committed to the organisation's mission, acknowledging our</li></ul>  |

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|   | <p>challenges and continually looking to add value and grow our strengths and opportunities</p> <ul style="list-style-type: none"> <li>• <b>Service Delivery:</b> Understand and meet the needs and expectations of our people, communities, suppliers and other key stakeholders and colleagues</li> <li>• <b>Be Accountable and Outcome Focused:</b> Accept responsibility for role, make prompt informed decisions and take focused action to achieve results</li> </ul>   |
| <p><b>INNOVATION AND CONTINUOUS IMPROVEMENT</b></p> | <ul style="list-style-type: none"> <li>• <b>Put Ideas into Action:</b> With innovation at our core, be curious, explore new concepts and be prepared to try new ideas, backing ourselves and each other</li> <li>• <b>Achieve Change:</b> Seek to understand reasons for change and be open to new initiatives, providing constructive feedback and embracing change with resilience</li> <li>• <b>Grow and Share Knowledge:</b> Incorporate learning, knowledge capture and sharing into your work routinely</li> </ul>  |
| <p><b>JOB SPECIFIC COMPETENCIES</b></p>             |   |
| <p><b>ROLE &amp; RESPONSIBILITIES</b></p>           | <p><b>Adherence to THF general risk principles:</b></p> <ul style="list-style-type: none"> <li>• Do no harm</li> <li>• Prevent harm by others</li> </ul> <p><b>Job specific competencies include:</b></p> <ul style="list-style-type: none"> <li>• Maintain and monitor supporter data in Raiser’s Edge NXT, BPoint, or other fund raising related software programs</li> <li>• Track, measure and prepare regular financial and activity reports for the Executive and Board</li> <li>• Identify and resolve donor payment discrepancies</li> <li>• Liaise with consultants and Healing Foundation staff to develop and promote supporter engagement campaigns</li> <li>• Manage and build relationships with supporters</li> <li>• Monitor and respond to donor/supporter enquiries</li> <li>• Review and update donor/supporter records/information</li> <li>• Support the Manager Donor and Stakeholder Engagement to: <ul style="list-style-type: none"> <li>○ Achieve revenue targets</li> <li>○ Prepare and edit written reports</li> <li>○ Present data in clear and engaging formats</li> <li>○ Identify opportunities and threats to donor/stakeholder support</li> <li>○ Develop key supporter engagement messages</li> <li>○ Other duties as required to support the donor and stakeholder engagement function</li> </ul> </li> </ul> |

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| <p><b>QUALIFICATIONS &amp; EXPERIENCE</b></p> | <ul style="list-style-type: none"> <li>• Strong understanding or commitment to the First Nations sector demonstrating knowledge, advocacy and prior engagement with First Nations people, and the understanding of and commitment to working in a culturally sound and strengths-based way</li> <li>• At least two years fundraising experience</li> <li>• CRM Database and payment management platform experience</li> <li>• Ability to develop and maintain strong relationships</li> <li>• Strong communication skills in written, verbal and digital environments</li> </ul>  |
| <p><b>MANDATORY REQUIREMENTS</b></p>          | <ul style="list-style-type: none"> <li>• The employee will undertake and maintain a valid State specific WWVP, AHPRA Certificate of Registration or police clearance based on the legislative requirements of the state or territory in which they reside</li> <li>• Ability to travel and support The Healing Foundation’s activities across a variety of regional and remote Aboriginal and Torres Strait Islander communities</li> <li>• Demonstrated cultural competency and an ability to work positively and productively with persons from a variety of international and cultural backgrounds</li> <li>• To ensure the safety of those most vulnerable people in the community, you must be able to provide evidence of COVID-19 vaccination</li> </ul> |
| <p><b>HIGH DESIRABLE CRITERIA</b></p>         | <ul style="list-style-type: none"> <li>• Related qualifications</li> <li>• Certified Fund Raising Executive (CFRE)</li> <li>• Experience in Raiser’s Edge NXT Administration</li> </ul>   |