

Gallipoli Medical Research Foundation
C/- Greenslopes Private Hospital
121 Newdegate Street
GREENSLOPES QLD 4120
ABN 42 077 750 693



POSITION DESCRIPTION DETAILS:

Name:	
Position Title:	Bequest & Community Fundraising Officer
Direct Supervisor:	Fundraising Manager
Responsible to:	Fundraising Manager
Terms and Conditions:	

PERFORMANCE MONITORING:

An initial review of performance will be undertaken within three months and then formally reviewed every 12 months based upon this position description.

LAST APPRAISAL DATE:

NEXT APPRAISAL DATE:

REVIEW OF POSITION DESCRIPTIONS:

This position description will be reviewed annually, when the position becomes vacant or as deemed necessary.

KEY PERFORMANCE INDICATORS:

To competently perform in this position, the person should possess the following knowledge, skills and experience based upon the following 6 Key Performance Indicators:

1. CUSTOMER SERVICE

Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.

2. TECHNICAL SKILLS AND APPLICATION.

Demonstrated knowledge and application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.

3. PERSONAL AND PROFESSIONAL DEVELOPMENT

Demonstrated experience and understanding of the need for continuation of both personal and professional development.

4. TEAMWORK AND COMMUNICATION

PD Last Reviewed:

Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of the Organisation.

5. CONTINUOUS QUALITY IMPROVEMENT

Commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement activities.

6. ADMINISTRATION AND DOCUMENTATION

Through the use of organisational processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

QUALIFICATIONS AND REQUIREMENTS:

Essential:	<ul style="list-style-type: none"> • A minimum of four years experience in a relationship building face to face fundraising role • Exceptional verbal communication and interpersonal skills • Demonstrated successful experience of presenting to groups • Understanding of and ability to manage bequest donor development • Demonstrated ability to handle multiple tasks and meet deadlines • Ability to work autonomously within a small team environment • Previous experience of coordinating small scale events • Ability to work within a budget • Flexibility in working hours • Proficiency in Microsoft Word, Excel and database management
Desirable:	<ul style="list-style-type: none"> • Understanding of the community group sector including veteran groups • Previous experience in Health or Service Sectors

KEY RESPONSIBILITIES

POSITION TITLE: **Bequest and Community Fundraising Officer**

Purpose of the position: The Bequest and Community Fundraising Officer is responsible for building and developing relationships with bequestors and bequest prospects and encouraging in memorial gifts. The position will also be responsible for encouraging community support through representing the Foundation in the community by holding small scale events and by giving community groups talks.

K.P.I. 1	DESCRIPTION
<div data-bbox="181 338 416 450" style="border: 1px solid black; padding: 5px; text-align: center;"> CUSTOMER SERVICE </div> <p data-bbox="134 472 440 607"><i>Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients</i></p>	<ul style="list-style-type: none"> • Serving customers is our top priority <ul style="list-style-type: none"> ○ Immediately respond to your customers' needs ○ Respect your customers' time and avoid keeping them waiting • Manage complaints effectively <ul style="list-style-type: none"> ○ Listen to understand ○ Empathise and apologise ○ Take action and follow it through • Illustrate good communication skills <ul style="list-style-type: none"> ○ Keep your customers informed ○ Sincerely express your interest and concern ○ Avoid technical jargon • Look and act like a professional <ul style="list-style-type: none"> ○ Treat your customers with respect ○ Take pride in yourself, your work area and the hospital ○ Promote and maintain a broad knowledge of the hospital's services • Ensure privacy is maintained <ul style="list-style-type: none"> ○ Respect and protect the customer's privacy ○ Maintain confidences and confidential information • Smile when greeting customers <ul style="list-style-type: none"> ○ Meet and greet customers with a warm and friendly smile ○ Use the customer's name, when possible ○ Demonstrate courtesy to customers at all times
K.P.I. 2	DESCRIPTION

<div data-bbox="181 277 416 416" style="border: 1px solid black; padding: 5px; text-align: center;"> TECHNICAL SKILLS & APPLICATION </div> <p data-bbox="142 434 459 622"><i>Demonstrated knowledge and application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.</i></p>	<ul data-bbox="520 210 1406 1263" style="list-style-type: none"> • Contributes to and implements the bequest and community fundraising plan. • Identifies priority bequest prospects; bequestors and community groups. • Manages the production of development plans for all priority bequestors; bequest prospects and community groups. • Builds and develops relationships with priority bequestors; bequest prospects and community groups and undertakes home visits as appropriate. • Appropriately follows-up all bequest and community group enquiries including patients at the GPH. • Builds and develops relationships with the funeral industry. • Helps to source donated prizes for the Diggers Dozen raffles and for event raffles and auctions. • Helps to identify major donor and corporate prospects. • Encourages community fundraising groups and individuals to raise funds for or make the GRF their charity of choice. • Coordinates the collecting container program in the GPH and to distribute containers into the community. • Represents and delivers talks to community groups and other associations. • Builds and develops a close working relationship with all GMRF; key GPH staff; Diggers Dozen and other volunteers. • Represents the GMRF in the media as and when required. • Cross-sells the GMRF to all contacts (i.e. to donate, leave a bequest; to buy tickets etc). • Increases the number and size of in memoriam donations. • Attends and assists at all GMRF events • Investigates and follows-up partnership opportunities with services and facilities which could provide subsidised services to bequestors • Contributes to the production of bequest and community group literature; Tribute newsletter and the website • Ensures the integrity of bequest and community group database records • Drafts updates and reports as required • Manages budget effectively • Plans and coordinates small scale community events such as morning teas and the Make A Will Week • Demonstrates skills in trouble-shooting • Is able to work autonomously
K.P.I. 3	DESCRIPTION
<div data-bbox="181 1406 416 1570" style="border: 1px solid black; padding: 5px; text-align: center;"> PERSONAL & PROFESSIONAL DEVELOPMENT </div> <p data-bbox="127 1592 448 1697"><i>Demonstrated experience and understanding of the need for continuation of both personal and professional development.</i></p>	<ul data-bbox="475 1368 1385 1570" style="list-style-type: none"> • Continually develops both personally and professionally to meet the changing needs of career and industry. • Attends all mandatory training sessions provided by the Hospital and is actively involved in other training and development as required. • Actively participates in the Performance Management process as required. • Evaluates own performance to identify strengths and areas where professional growth can occur.
K.P.I. 4	DESCRIPTION

<p style="text-align: center;">TEAMWORK & COMMUNICATION</p> <p><i>Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of the Organisation.</i></p>	<ul style="list-style-type: none"> • Provides input, advice and direction on bequest fundraising to the Fundraising Manager, Chairman and Executive Team as required. • Is a key contact for all bequest and community fundraising enquiries and activities of the Foundation. • Works flexible hours as the position may require some after hours and weekend work. • Embraces the Ramsay Way and practices according to the aims, objectives and core values of the Gallipoli Medical Research Foundation and Greenslopes Private Hospital. • Demonstrates a willingness to work positively within a team to achieve team goals and the provision of excellence in care/service delivery. • Demonstrates and practices effective verbal, non-verbal and written communication skills with doctors, the general public, patients and hospital staff. • Performs other duties as directed by the Fundraising Manager or Chairman. • Treats all individuals with respect and dignity, adhering to the Workplace Diversity Policy at all times. • Maintains and strengthens positive relationships with all other hospital staff. • Demonstrates proactive approach to problem solving.
K.P.I. 5	DESCRIPTION
<p style="text-align: center;">CONTINUOUS IMPROVEMENT</p> <p><i>Commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement activities.</i></p>	<ul style="list-style-type: none"> • Demonstrates an understanding of all relevant external legislation and internal Policies and Procedures that relate to this position and Greenslopes Private Hospital. • Is committed to Quality Improvement; initiates and contributes to Quality Improvement activities. • Participates in and contributes to occupational health and safety activities to ensure a safe work environment for community, staff and visitors. • Maintains the working area to a high standard giving attention to neatness. • Complies with each and every policy and procedure relevant to this position to ensure the effective and safe operation of the Foundation and the welfare and interests of all employees. • Complies with obligations under Section 30 of the Workplace Health and Safety Act (1995). <ol style="list-style-type: none"> 1. A person in control of a workplace has the following obligations – <ol style="list-style-type: none"> a. To ensure the risk of injury or illness from a workplace is minimised for persons coming onto the workplace to work; b. To ensure the risk of injury or illness from any plant or substance provided by the person for the performance of work by someone other than the person's workers is minimised when used properly; and c. to ensure there is appropriate, safe access to and from the workplace for persons other than the person's workers

KEY RESPONSIBILITIES (ctd)

K.P.I. 6	DESCRIPTION
<div data-bbox="150 434 416 546" style="border: 1px solid black; padding: 5px; text-align: center;">ADMINISTRATION & DOCUMENTATION</div> <p data-bbox="129 562 443 745"><i>Through the use of the organisational processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</i></p>	<ul data-bbox="475 398 1388 456" style="list-style-type: none">• Ensures that all documentation is accurate and completed in a professional and timely manner.

Authorised by:

Chairman, Gallipoli Research Foundation

I have read, understand and agree to undertake the responsibilities and requirements as detailed in this position description.

Signature:

Date: