

Position Title: Community Events Coordinator

Campus: Ballarat

Directorate: Engagement

Department: Fundraising

Reporting to: Head of Fundraising

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: *Administrative Worker (HS3)*

Enterprise Agreement: Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Community Events Coordinator will be situated in the Fundraising office, part of the larger Engagement team. The Fundraising office and the BHS Foundation (the charity associated with Grampians Health) aims to enhance the services Grampians Health provides through the purchase of medical equipment and by providing innovative services to highest-need projects which are unable to secure government funding.

The role is responsible for instigation, delivery and stewardship of a program of internally generated and community developed fundraising events. Internally generated fundraising events will be specifically tailored to support projects within GH Ballarat and the ongoing running of the Cancer Wellness Centre. For events generated by community the Community Events Coordinator will provide a liaison support to groups and a champion within GH Ballarat.

The role requires an effective communicator who works collaboratively, has excellent attention to detail, is proactive and customer (donor and staff) focussed. This role requires a personal culture of continuous education and systems improvement.

KEY ACCOUNTABILITIES

Event Coordination: Plan and deliver community events, including venue selection, logistics, volunteer coordination, and project management.

- Support, generate, manage and run events (this will involve work outside of normal office hours) including compliance with internal and external permits, protocols and approvals
- Communicate confidently, respectfully and sensitively with internal and external stakeholders at all levels.
- Maintain accurate records, evaluate activities and prepare reports.

Community Engagement: Build strong relationships with supporters, volunteers, and corporate partners, fostering high engagement and stewardship.

- Develop systematised relationship with service organisations across Ballarat and the Grampians region
- Target appropriate projects to these organisations for support
- Develop opportunities for Grampians Health staff, in particular Cancer Wellness Centre staff, to present to community groups, to broaden community understanding of Grampians Health (with a focus on Cancer Wellness Centre) offerings
- Grow relationships with community groups

Donor Stewardship: Ensure exceptional care for supporters to increase retention and lifetime value.

- Donor stewardship as appropriate to the individual or group
- Maintain and grow relationship with the fundraising team internally throughout Grampians Health campuses and externally with current and future donors and sponsors.

Database Management & Administration

- Use CRM systems (e.g. Salesforce) to maintain accurate records, track donations, and generate donor reports.
- Ensure complete and up to date records are kept on all contacts and activities.
- Provide monthly reports and track trends

Additional Duties:

Support Engagement Administration Officer with:

- WardRobe: stock control and inventory management

- Volunteer Gift Shop: merchandising of items with a responsive eye to feedback from volunteers and the customers.
 - Stock control and inventory management.
 - Oversight and support for volunteers running the Volunteer Shop.
- Reporting and evaluations.

Monitoring, Evaluation and Learning (MEL)

- Conduct desktop research as required to contribute to proposals, strategies.
- Maintain accurate, comparative statistics and records of campaigns, events and publications to inform evidence-based decision making into the future.
- Gather data to support donor correspondence.

Other

- Provide cover to the Fundraising Office during times of leave or absence.
- In addition to Grampians Health Privacy requirements Grampians Health is a member of the Fundraising Institute of Australia (FIA) and adheres to the FIA Code of Conduct.
- Other duties as required to support fundraising activities and the Fundraising team.

KEY SELECTION CRITERIA

Qualifications and experience

- Essential experience in event coordination. Experience in fundraising, community engagement, communications, marketing or a related field, or qualifications (e.g. FIA Qualification) or equivalent preferred.
- Demonstrated experience in engagement with Ballarat and Grampians region or other similar regional experience.
- Experience in developing, implementing and monitoring a range of events and activities concurrently and the successful wrap up of those events to the mutual satisfaction of all participants.

Technical/Professional Knowledge and Skills

Essential:

- Event coordination processes and protocols
- Exceptional interpersonal skills, strong written/verbal communication, and proficiency in Microsoft Office/CRM systems.
- Ability to handle complex and sensitive information and disseminate this information through a range of channels.

Preferred:

- Knowledge of contemporary fundraising and communications practice. Accurate data entry skills with a strong attention to detail (GH CRM is Salesforce).

Work Environment

- This is a hands-on role with frequent face to face interactions with donors in a variety of contexts including community events, collection of donations, meetings with donors, interactions with staff and patients and media opportunities.
- The majority of work time will be in the office with the opportunity to WFH intermittently.

Personal attributes

- **Adaptability:** Maintaining effectiveness when experiencing changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- **Work Standards:** Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
- **Stress Tolerance:** Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organization.
- **Initiating Action:** Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.
- **Planning and Organising:** Establishing an action plan for self and others to complete work efficiently and on time by setting priorities, establishing timelines, and leveraging resources.

Interpersonal skills

- **Collaboration:** Working effectively and cooperatively with others; establishing and maintaining good working relationships.
- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty

to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.

- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.