

POSITION:	Fundraising Coordinator
CLASSIFICATION:	SCHADS L2
REPORTS TO:	Head of Fundraising
DATE CREATED:	October 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, providing a broad range of support in Homelessness, Family Services, Disability, Early Childhood Intervention Services, Palliative Care, Education and Mental Health service areas.

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.

DIVERSITY, EQUITY OF ACCESS, AND INCLUSION

MCM is committed to inclusion, equity of access and diversity. We know that diversity helps us to innovate and make the biggest impact possible. Our DEI Strategy On for Inclusion supports and drives an inclusive workplace culture. We recognise that many people continue to face systemic barriers within an employment context, particularly those from First Nations, culturally and linguistically diverse, disability and LGBTIQ+ communities. We are committed to inclusivity and want to continue to learn from and grow our diverse workplace culture. This includes supporting your individual employment needs wherever reasonably possible.

POSITION CONTEXT

The Fundraising Coordinator reports to the Head of Fundraising, and is a key member of MCM's Philanthropy, Partnerships & Brand team.

Aligning with MCM's 5-year Strategic Plan Goal of 'Deliver', the role contributes a significant increase to fundraising income.

The position is hybrid, is based at the South Melbourne office, and is a three day a week role.

POSITION PURPOSE

The Fundraising Coordinator supports the Philanthropy, Partnerships & Brand team to deliver high-quality donor care and effective fundraising activities. This role ensures timely processing of donations, supporter communications, and administrative tasks, while contributing to appeals, events, and community fundraising. The role is ideal for someone who is proactive, adaptable, and enjoys working in a collaborative, process-driven environment.

This position operates at the Self Leadership level in the MCM Leadership Capability Framework.

POSITION DUTIES AND RESPONSIBILITIES

Key Responsibilities – may include but are not limited to the following:

- Be the first point of contact for supporter enquiries via phone, email, and mail, ensuring timely and professional communication
- Process donations (credit card, cheque, direct debit, cash) and generate receipts promptly
- Support donor stewardship through thank-you calls, handwritten notes, and personalised acknowledgements
- Provide administrative and logistical support for appeals and small donor events
- Assist with community fundraising engagement and administration
- Support regular giving retention activities, including managing failed payments and cancellations
- Maintain accurate donor records in the CRM (Raiser's Edge) and develop campaign and appeal reports
- Carry out general fundraising administration, including banking cheques and submitting forms

Generic and Compliance Responsibilities

- Work as a constructive team member, including building and maintaining positive interpersonal relationships
- Apply the Organisational Commitments and Requirements (detailed below), including Child Safety and Safety of Vulnerable People, Workplace Health and Safety, Operational Accountability, Diversity, Equity of Access and Inclusion, and Position Description Maintenance
- If approved to work from home, comply with all the requirements in the MCM Working from Home Workstation Self-assessment Checklist
- Demonstrate MCM's Values (detailed below)
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, relevant service standards, and MCM's Code of Conduct, and MCM's Values.
- Comply with MCM's Employment Safety Screening Procedure
- Perform other duties and responsibilities within the scope of the employee's skills, competence and training as directed by a person in any more senior role within MCM

KEY SELECTION CRITERIA

Essential Criteria

- Excellent written and verbal communication skills
- Excellent organisation and attention to detail
- Proactive and adaptable, with a willingness to learn
- Proficient use of IT tools and applications, including Microsoft 365
- Commitment to MCM's mission and values

Desirable Criteria

- Experience in customer service, administration, or fundraising (paid or volunteer)
- Knowledge of donor management systems (e.g. Raiser's Edge or similar)
- Understanding of not-for-profit fundraising and donor stewardship

Essential Safety Screening Requirements

- Proof of Identity Check
- National Police check
- Current Victorian Working with Children Check (Employee)
- Right to work in Australia

POSITION AUTHORITIES**Number of Reports**

Direct Reports				Indirect Reports			
Number:	0	FTE:		Number:	0	FTE:	
List Teams / Positions				List Teams / Positions			

Expenditure

Operating:	NIL	Capital:	NIL
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Other Authorities**Supervision or Direction Required**

The role requires general supervision and general direction from the Head of Fundraising.

Planning

The employee will manage their own time; be given goals or objectives subject to agreement with the Head of Fundraising and implement and manage projects.

Freedom to Act

This employee will show considerable initiative and problem solving, applying knowledge, experience, and training.

Assistance to Higher Level

Can provide routine information and contribute to reviews of routine processes; Provides consultation based on professional knowledge.

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 include:

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|-------------------------------|--|
| Internal Relationships | <ul style="list-style-type: none"> • Head of Fundraising • Donor Database & Insights Manager • Database and Supporter Care Coordinator • GM Philanthropy, Partnerships & Brand • Head of Philanthropy • Corporate & Community Fundraising Manager • Communications & Marketing Team |
| External Relationships | <ul style="list-style-type: none"> • Existing financial supporters • Prospective financial supporters • Prospective bequestors • Suppliers |

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

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation, committed to the safety and wellbeing of children, young people, people with disability, and other vulnerable people. We have zero tolerance of abuse and neglect of all vulnerable people. MCM is committed to providing a safe environment in which children and vulnerable people are protected from violence, abuse and neglect. All employees must:

- Comply with the Child Safe Standards at all times.
- Maintain a safe environment in which children and vulnerable people are safe at all times.
- Actively prevent, and immediately report to MCM, any violence, abuse or neglect of any child or vulnerable person.

Workplace Health & Safety

MCM's has zero tolerance for compromised worker safety. We endeavour to provide a working environment that is safe for all employees and people who use our services. As an employer, MCM adheres to Occupational Health & Safety regulations. All employees must:

- Comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of their own health and safety, and the health and safety of their colleagues, service users, and others who may be affected by the employee's acts or omissions in the workplace.
- Immediately report to MCM any hazards or incidents.

Code of Conduct and Operational Accountability

MCM is committed to operating efficiently and ethically and remaining operationally and financially sustainable. All employees must:

- Operate within the requirements of MCM's accreditations, registrations, policies and procedures, Code of Conduct, and regulatory guidelines.

Position Description Maintenance

Position Descriptions change over time, due to a wide range of organisational, technological, financial, geographical, service, systemic, legal, and individual factors. All employees must:

- Maintain position description currency by communicating, discussing and documenting necessary changes, and considering consistencies and relativities with other like-positions.
- Ensure compliance with position description, management of change, and consultation requirements in the relevant Awards and Enterprise Agreements.
- Use correct processes to apply for changes related to individual circumstances, for example, reasonable adjustments for disability, flexible working arrangements for care responsibilities, rehabilitation to work following injury, ill health or medical procedure, or transition to retirement.