

Position Description

POSITION:	MCM Sleep At The 'G Administrative, Donor Database and Corporate Assistant
CLASSIFICATION:	SCHADS L3
REPORTS TO:	Campaign & Events Manager and Donor Database Manager
DATE UPDATED:	19/02/2026

ORGANISATIONAL ENVIRONMENT

MCM is a leading community support organisation working alongside Victorian communities and families and individuals to live the life they aspire to, their way, providing a broad range of support in homelessness, disability, palliative care, youth housing, community services, family violence, education and inclusive employment service areas. MCM is a leading provider of specialist services for young people experiencing homelessness, providing wraparound support so they can transition to autonomy and their positive pathways of choice.

MCM comprising MCM Services, Hester Hornbrook Academy, MCM Housing and Quantum Support Services work together to disrupt disadvantage and create positive change for Victoria's most vulnerable people.

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

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 Sleep At The 'G (SATG) Administrative and Donor Database Assistant works as part of this motivated and visionary team.

The MCM Sleep At The 'G (SATG) Administrative and Donor Database Assistant supports all activities in the lead-up to and post MCM Sleep At The 'G on **Thursday, 14th May 2026**. The role requires a high level of customer service including answering the SATG hotline and inbox, responding to enquiries, calling corporate and community groups, supporting business development and marketing activities.

The role also contributes to engagement activities that encourage organisational participation and support for SATG, which may include assisting with client meetings, presentations and relationship-building activities with corporate and community partners

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POSITION PURPOSE

The SATG Administrative and Donor Database Assistant supports the Philanthropy, Partnerships and Brand (PP&B) team to ensure the provision of high-level administrative, donor database, and engagement support, with a specific focus on SATG.

The role also supports business development and marketing initiatives by assisting with outreach activities, maintaining accurate records of prospect engagement, and contributing to efforts that promote SATG participation among corporate and community organisations.

Systems used include Funraisin, Blackbaud, Microsoft Office (Excel, Outlook, Teams, Word). The position is based at the South Melbourne office and may enable hybrid working arrangements.

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

POSITION DUTIES AND RESPONSIBILITIES

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

- Handling the processing of all SATG and other streams of PP&B donations (where appropriate), ensuring seamless banking and receipting procedures. This encompasses donations received through various channels such as mail, internal transfers, direct deposits, phone, online, regular giving, and third-party platforms.
- Upholding data integrity by accurately recording donor, prospect and partner engagement activities, including business development and marketing interactions, and performing necessary data hygiene tasks as instructed.
- Provide high-level administrative support for business development and marketing activity related to SATG, including maintaining prospect lists, preparing materials and supporting follow-up communications.
- Provide a high level of customer service by answering the SATG hotline and inbox and positively responding to SATG enquiries from individuals, corporate and community organisations.
- In conjunction with the Head of Corporate and Community, call and follow up corporate and community contacts to encourage participation, sponsorship and organisational support for SATG.
- Assist with the coordination and preparation of client meetings, presentations and engagement activities, including attending meetings where required to support relationship-building and promotional efforts for SATG.
- Maintain up-to-date and accurate administration systems, call logs, enquiries registers, spreadsheets, records and filing systems.
- Assist the Campaign & Events Manager with general event coordination and marketing-related administrative support as required.
- Perform other duties and responsibilities as directed by the Donor Database Manager or their delegate.

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders, with the view to providing the most appropriate and effective services

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and supports to the people they support. Examples of key relationships are detailed in the following table:

Internal Relationships

- Campaign and Events Manager – SATG
- Manager of Corporate and Community
- General Manager, Philanthropy, Partnerships and Brand
- Fundraising Team

External Relationships

- Members of the public.
- Donors
- Sleep At The 'G Event participants
- Corporate and community organisations and partners

KEY SELECTION CRITERIA

Essential Criteria

- A proven track record of providing excellent customer service, with a positive and proactive approach.
- Excellent written and verbal communication skills, including liaising with customers, donors and organisations via telephone and email.
- Proficiency in working with donor databases, fundraising platforms and Excel spreadsheets.
- Meticulous attention to detail, ensuring accurate handling of data and records.
- Well-developed organisational and time management skills.
- Proactive, self-motivated and driven with a can-do attitude and strong sense of initiative.
- Demonstrated ability to work autonomously and as part of a team.
- Computer literacy, including proficiency in the Microsoft suite of programs and ability to use electronic recording and data management systems.
- Satisfactory completion of safety screening including a National Police Check, International Police Check (if required), current Victorian Working with Children Check (Employee/Volunteer), current Victorian Driver Licence, and the right to work in Australia.
- Entry Level for Graduates with 3 or 4 year Degree OR Associate Diploma with experience OR Certificate with experience OR Experience to undertake the duties required

Essential Safety Screening Requirements:

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

Desirable:

- Demonstrated ability to support engagement, outreach or business development activities, including contacting and liaising with corporate or community organisations.
- A qualification in administration or related discipline.
- Experience working with Peer-to-Peer fundraising platforms.

POSITION AUTHORITIES

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Number of Reports

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

Expenditure

Operating:		Capital:	
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Other Authorities

None

Supervision or Direction Required

The role requires little direction – role supported by the broader PP&B Team when required

Planning

The role will receive general guidance from the Events and Campaign Manager with the expectation to self-plan on a day-to-day basis.

Freedom to Act

The role is limited by direction and procedure and can apply knowledge experience and training within the MCM procedures and policies framework

Assistance to Higher Level

The role can provide guidance to management in relation to responding to supporter feedback received via email and phone calls.

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:

- | | |
|-------------------------------|---|
| Internal Relationships | <ul style="list-style-type: none"> • MCM Service/Program areas • Corporate services |
| External Relationships | <ul style="list-style-type: none"> • Supporters • Corporate organisations • Community Groups |

OUR VALUES

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

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	We are inclusive and accepting of difference
Together	We work in highly effective teams and our people are connected across our organisation We engage proactively with others to deliver outcomes
	We speak up constructively in line with our convictions
Courageous	We pursue our goals with determination We are passionate about our advocacy role
	We are inquisitive and ask why
Curious	We challenge the status quo We actively explore the alternatives
	We are transparent and have genuine, honest interactions
Open	We listen and hear people's voices We value and respect the autonomy of clients We trust one another
	We act safely in all our interactions
Accountable	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.

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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.