



PREPARING YOUR JOB APPLICATION

1. Read through the *Essential Information About Compassion* in the following pages to familiarise yourself with the big picture of Compassion's ministry. You can also find out more about who we are and what we do at [our website](#).
2. Read through the Position Description listed at the back of this document to familiarise yourself with the particular role you are interested in.
3. Prepare a written application comprised of:
 - a. A brief cover letter outlining why you are interested in the role and how you would fit with Compassion's organisational identity and culture as well as how your skills and experience suit the role.
 - b. A concise resume outlining your qualifications and employment history
 - c. A document outlining how you fulfil the Essential and, where possible, the Desirable criteria listed in the Position Description under Job Specific Skills, Knowledge & Qualifications and Experience. You may present this document in whatever format you choose (e.g. bullet points under subject headings, tables).

ESSENTIAL INFORMATION ABOUT COMPASSION

MISSION

Compassion exists as an advocate for children – to partner with, equip and inspire the Church to release children from poverty in Jesus' name

VISION

Transformation of lives, communities and nations through releasing children from poverty in Jesus' name

DISTINCTIVES

Christ-centred: We are dedicated to caring for the poor in response to God's call and giving hope to the hopeless by spreading the Gospel of Jesus Christ in an age-appropriate, culturally relevant and non-coercive way.

Child-focused: Children are the hardest hit by poverty, the least able to change their circumstances, and at the heart of Jesus' ministry. We address the holistic needs of the individual child so that they can become responsible and fulfilled Christian adults and change agents in their communities.

Church-based: We partner with local churches to implement our holistic child development model because they are uniquely placed to understand the real needs of their community and foster an environment of stability.

STATEMENT OF FAITH

1. **WE BELIEVE** the Bible is the inspired, the only infallible, authoritative Word of God.
2. **WE BELIEVE** there is one God, eternally existent in three persons: Father, Son and Holy Spirit.
3. **WE BELIEVE** in the deity of our Lord Jesus Christ, in His Virgin birth, in His sinless life, in His miracles, in His shed blood for the remission of sins, in resurrection, in His ascension to the right hand of the Father and in His personal return in power and glory.
4. **WE BELIEVE** salvation is found only through Jesus Christ and requires individuals to acknowledge their sin, accept His forgiveness and repent.
5. **WE BELIEVE** that for the salvation of lost and sinful man, regeneration by the Holy Spirit is absolutely essential.
6. **WE BELIEVE** in the present ministry of the Holy Spirit, by whose indwelling the Christian is enabled to live a godly life.
7. **WE BELIEVE** in the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto eternal separation from God.
8. **WE BELIEVE** in the spiritual unity of believers in the Lord Jesus Christ.
9. **WE BELIEVE** Jesus established the Church to carry out ministry on earth.

Position Information

Job title:
Relationship Facilitator

Reports to:
Area Manager

Team:
Area

One up Manager:
Executive Director: Ministry Relationships

Section:
Ministry Relationships

Location:
Area Office

Job Description
☐ New ☒ Updated

Date updated:
July 2017

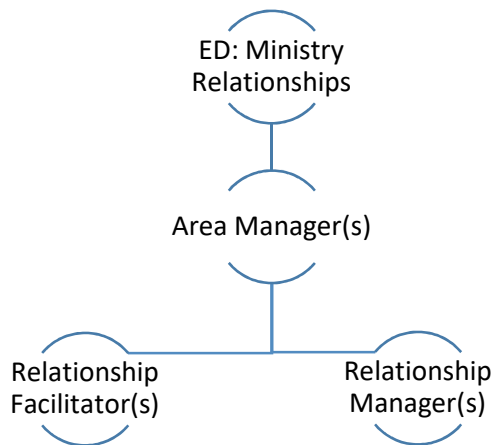
Key Relationships:

- Area Manager
- Relationship Manager(s)
- Marketing
- Other administrative staff
- Local church leaders
- Donors
- Advocates
- Building and Logistics coordinator

Primary Purpose

In response to God's calling and in the power of the Holy Spirit, the Relationship Facilitator provides a range of support to an area team in order to maximise the efficiency and effectiveness of the team. The role sits within Ministry Relationships which exists to build Kingdom relationships at a local level with those partnering with Compassion to inspire and equip them to advocate for children in poverty.

Organisation Context



Ministry Values and General Requirements

Ministry Values	Trust God	<ul style="list-style-type: none"> Am I trusting God and maintaining joy in all situations?
	Be Well	<ul style="list-style-type: none"> What am I doing to care for myself physically, emotionally, spiritually and mentally?
	Value Others	<ul style="list-style-type: none"> Do I champion those around me, treating them with dignity and respect?
	Achieve Together	<ul style="list-style-type: none"> Do I actively collaborate with others in order to fulfil our mission?
	Grow Through Challenge	<ul style="list-style-type: none"> Am I learning, adapting and pursuing creative solutions?
General Requirements	<ul style="list-style-type: none"> Active Christian faith demonstrated by involvement in local church fellowship Commitment to Compassion's Statement of Faith Strong desire to see children released from poverty in Jesus' name A servant heart with a desire to serve in the ministry of Compassion Personal and professional integrity Prepared to undergo Criminal History checks 	

Key Accountabilities

- In collaboration with the Area team develop and implement strategy to increase Compassion Australia's profile, influence and impact within Area through bequests, donors, churches, advocates, social media and events
- Oversee development and maintenance of new administrative systems (e.g. document management system) that support the day-to-day work of the team
- In collaboration with the Area team develop, maintain and grow low and medium touch relationships with current and potential churches, advocates, supporters, donors, events representatives and other relevant parties
- In collaboration with Area team develop and implement lead generation activities to gain presentations and meetings
- Lead and/or participate in the organisation and running of events
- Administer the entry and maintenance of Customer Relationship Management records in collaboration with Relationship Managers and other team members
- Manage Area team day to day logistics support including Child Sponsorship Forms, mail, banking, stationery and marketing collateral for use in churches and at events
- Provide basic updates, training and coaching to staff on administrative topics
- Serve as the Health and Safety representative for the office and liaise with the WHS committee as appropriate
- Other duties as required within the scope of the role

Job Specific Skills, Knowledge & Qualifications, Experience

Skills	<p>Essential:</p> <ul style="list-style-type: none"> • Exemplary administrative skills, including outstanding attention to detail • Exemplary communication skills, including the ability to communicate via phone and email with people from diverse backgrounds • Time management skills, including the ability to coordinate multiple calendars • Ability to evaluate and improve existing administrative systems • Ability to facilitate training and coaching <p>Desirable:</p> <ul style="list-style-type: none"> • Ability to identify and utilise new technologies in order to improve administrative systems • Ability to strategise and execute lead generation activities • Ability to develop and coordinate a campaign and event strategy
Knowledge & Qualifications	<p>Essential:</p> <ul style="list-style-type: none"> • Knowledge of business principles and processes, including records and budget management • Knowledge of budget principles and processes • Knowledge of Health and Safety regulations and requirements <p>Desirable:</p> <ul style="list-style-type: none"> • Knowledge of the Australian Christian church • Certificate IV in Business Administration or equivalent • Certificate IV in Training and Assessment
Experience	<p>Essential:</p> <ul style="list-style-type: none"> • A proven track record providing wide ranging administrative support to a cross-functional team <p>Desirable:</p> <ul style="list-style-type: none"> • Experience in a not-for-profit organisation • Experience with Customer Relationship Management (CRM) software and processes

Competency Profile		
Foundational Competencies	Level	Description of Competency
Organisational Knowledge for Decision Making	1	<ul style="list-style-type: none"> Describes the key ministry beliefs and positions (e.g. values) of Compassion Australia Describes basics of Compassion operations including Compassion's four core programs Identifies key features of the Compassion brand and major ministry offerings Accesses and complies with key Compassion policies and procedures
Health & Safety	2	<ul style="list-style-type: none"> Consults with one or more workgroups about Health and Safety issues, policies and procedures Monitors and ensures compliance with Health and Safety processes for one or more work groups Monitors and supports workers on a Return to Work plan
Communication	3	<ul style="list-style-type: none"> Implements simple consultation process in order to gather and refine ideas across multiple workgroups Makes simple and persuasive presentations to internal audiences using appropriate techniques and materials Writes complex documents (eg.procedures, reports) for a wide audience in keeping with intended purposes
Teamwork	2	<ul style="list-style-type: none"> Facilitates effective sharing of knowledge and resources within a workgroup Builds and utilizes small internal networks in order to develop mutual understanding and complete tasks
External Relationships	2	<ul style="list-style-type: none"> Interacts frequently with supporters and/or other external parties (e.g. businesses) in keeping with ministry guidelines in order to achieve simple tasks.
Technology	2	<ul style="list-style-type: none"> Utilises intermediate functions of generic productivity tools on a regular basis in order to complete work (eg. mail merge) Utilises a limited number of specialised software packages to complete work (e.g CRM systems)
Analysis and Problem Solving	1	<ul style="list-style-type: none"> Gathers information from a range of reliable sources and analyses using simple tools (e.g. spreadsheets) in order to solve problems or improve operations within workgroup Approaches personal work tasks and interactions in a manner that seeks to promote continuous learning and improvement
Organising	2	<ul style="list-style-type: none"> Manages multiple calendars to ensure effective use of time within a workgroup Manages the organisation of information within a workgroup in keeping with ministry guidelines Organises limited financial, human and technological resources in order to regularly complete complex tasks within a workgroup