

POSITION DESCRIPTION

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| Position Title: | : | Membership Engagement Officer |
| Remuneration Scale | : | Grade 4/5 dependant on experience |
| Reports To | : | Executive Director, Catholic Social Services Australia |
| Full Time Equivalent | : | 0.6 to 1 FTE |
| Hours Per Week | : | Up to Thirty-Seven (37) hours a week |
| Location | : | Braddon, ACT |
| Authorised By | : | Executive Director, Catholic Social Services Australia |
| Date | : | July 2021 |

Primary Objectives

There are two prime objectives of this position:

- To support the Executive Director (ED) in planning and delivery of the policy and advocacy agenda in accordance with Catholic Social Services Australia's (CSSA's) Strategic Plan; and
- To support the mission and membership agenda in accordance with CSSA's Strategic Plan.

Major Accountabilities

Contribute to CSSA's overarching strategic policy development and direction:

- Foster collaborative relationships among CSSA Members and other key stakeholders in order to further shared mission and membership services;
- Coordinate membership support and communications;
- In consultation with CSSA members help to develop CSSA's policies to address the underlying causes of disadvantage;
- Assist in researching and providing timely advice to the ED on programs and activities related to the priority areas of strategic focus for CSSA; and
- Assist the Directors in providing advice to CSSA members on programs and policy settings as requested.

Organisational Environment

Social services are essential to the mission of the Catholic Church. Catholic Social Services Australia (CSSA) is the Catholic Church's peak national body for social services, providing leadership in advancing the social service ministry of the Catholic Church in Australia. Our vision is for a fairer, more inclusive society that reflects and supports the dignity, equality and participation of all people. To this end, CSSA challenges the structures in society that lead to experiences of poverty and disadvantage. It promotes and supports Catholic identity in the social services sector and, through the work of its members, supports the delivery of a wide range of social service programs to assist over one million Australians annually.

The Membership Engagement Officer works as part of a small team to provide strategic advice on social and economic policy, to maintain internal and external stakeholder relationships to enhance the development of CSSA's network and to assist in the development of the strategy and operational plan to forge a deeper connection with CSSA's members and stakeholders.

Accountability

The Membership Engagement Officer will undertake projects under the guidance and direction of the Executive Director.

Job Environment

The Membership Engagement Officer provides advice to the Executive Director, assists in developing CSSA member communications, and manages social media accounts and website concerning member communications.

Reasoning

The Membership Engagement Officer works independently within CSSA, gathering information from many sources, supporting the team within the National Office and making recommendations to the ED, CSSA Board and CSSA Members through the ED.

Challenges

The Membership Engagement Officer will be challenged working as part of a small team, engaging with a diverse group of stakeholders who sometimes have conflicting interests, and keeping abreast of debates and issues, the social services sector and the community.

Knowledge, Skills and Experience

Strong communication skills with proven ability to develop written and electronic material for publication.

Ability to provide timely, accurate and effective consultation and advice.

A qualification in communications, or equivalent years of experience in a member-based organisation.

Confidence in public speaking and ability to integrate Catholic social teaching and relevant policy priorities through oral presentations to external stakeholders and the public.

Demonstrated initiative and capacity to work with minimal supervision.

Ability to work within a small team.

An understanding of, and willingness to work within, the Catholic ethos.

Position Impact

Operational/Capital Budget Nil

Staffing – Direct Reports Nil

Staffing – Indirect Reports Nil