

POSITION DESCRIPTION

Position Title:	Fundraising Support Specialist
Business Unit/Department:	Western Health Foundation
Division:	Western Health Foundation
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification:	HS3 Grade 3 Level 1-5
Reports To:	Operations Manager
Direct Reports:	Nil
Date Prepared/Updated:	3 September 2025

Position Purpose
<p>The Fundraising Support Specialist plays a vital role in ensuring the smooth and professional operation of the Western Health Foundation (WHF).</p> <p>Every interaction with a donor, every donation processed, and every event supported contributes to building trust, strengthening relationships, and maximising the impact of community, philanthropic and corporate giving. By managing key processes and providing essential support to the team, this role helps transform generosity into tangible improvements for patients, staff, and families at Western Health.</p>
Business Unit Overview
<p>The Western Health Foundation fundraises for Western Health so that it can provide the best care to our community.</p> <p>The Western Health Foundation raise funds to assist Western Health and the people of Melbourne's west. The funds raised by the Western Health Foundation are specifically targeted:</p> <ul style="list-style-type: none"> • For medical equipment and patient care services and facilities at Western Health • To fund research undertaken by Western Health • To provide scholarships for the staff at Western Health and support staff wellbeing <p>The Foundation focuses on growing the scale and impact of the fundraising and philanthropy. As part of this, we are aiming to significantly increase our fundraising goals and to expand our reach across our community, philanthropic and corporate partners. This role plays an important part in achieving that vision.</p> <p>Operationally, the Foundation secures income via different-income streams including corporate sponsorship and donations, events and community engagement, direct mail appeals and broad-based acquisition campaigns, philanthropic foundations and grants, and individual major gifts and bequests.</p>

Key Responsibilities
<ul style="list-style-type: none"> • Donation Processing & Donor Care <ul style="list-style-type: none"> ○ Accurately process, receipt, and record donations across multiple channels (mail, phone, EFTPOS, CRM). ○ Ensure donors are thanked and acknowledged promptly, providing a warm and professional experience. ○ Monitor and manage the Foundation's mailbox and phone line, answering queries and forwarding matters as appropriate. • Financial & Administrative Support <ul style="list-style-type: none"> ○ Reconcile EFTPOS transactions and maintain accurate CRM donation records. ○ Support governance processes by preparing minutes, action lists, and shared documentation for staff and Board meetings. ○ Provide input to improve administrative and financial procedures to align with best practice. ○ Data processing and data quality in Salesforce ○ Provide administrative support for tax and Christmas appeals (answering phone, processing appeal correspondence and handling of cash) ○ Support the effective use of Salesforce for fundraising by maintaining accurate data and managing day to day processes ○ Liaise with external contractors to identify and implement system improvements, without needing to be a technical expert • Event & Community Engagement Support <ul style="list-style-type: none"> ○ Assist with event logistics including RSVP tracking, seating, and name tags. ○ Provide hands-on support at fundraising events, helping ensure a positive experience for guests and supporters. ○ Work collaboratively with fundraising staff to deliver smooth and successful campaigns. • Continuous Improvement & Team Contribution <ul style="list-style-type: none"> ○ Provide feedback on existing procedures and help document improved workflows. ○ Contribute ideas that enhance donor experiences and the efficiency of fundraising operations. ○ Be a proactive, supportive team member, willing to step in where needed to ensure success. • Other administrative requirements <ul style="list-style-type: none"> ○ Assist and support with administrative requirements including board reports, Foundation policies, reporting and other admin as requested by Director and Operations manager.
Key Working Relationships
<p>Internal:</p> <ul style="list-style-type: none"> • Foundation Director • Operations Manager (WHF) • Foundation staff • Executive Assistants • Cashiers/Finance Team <p>External:</p> <ul style="list-style-type: none"> • Partners - Corporate and community • Donors • External partner agencies for Operations • Suppliers
Selection Criteria
<p>Essential:</p> <ul style="list-style-type: none"> • Extensive experience in administration, customer service, or finance (minimum 5 years) • Work experience in fundraising, not for profit or health service • Great communication skills and a warm, friendly manner • Strong organisational skills and attention to detail • Confidence with Microsoft Office • Data entry and configuration experience with CRM preferably Salesforce

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- Ability to -generate reports from CRM (Salesforce) and manage issues with third party
- A willingness to learn, take initiative, and be part of a collaborative, caring team
- Experience in data entry and managing processing finances
- Ability to collaborate with others and work as an effective member of a team to deliver Foundation's outcomes
- Relevant training or qualifications

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services and sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: [Click here to enter the Employee's name.](#)

Employee's Signature:

Date: [Click here to enter a date.](#)

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