

## Position description

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| <b>Position title</b>                         | Gift in Wills Coordinator   |
| <b>Department</b>                             | Fundraising   |
| <b>Position reports to</b>                    | Manager, Gift in Wills  |
| <b>Positions that report to this position</b> | n/a   |
| <b>Type of employment</b>                     | Part-Time, Fixed-Term (4 days a week) 0.8 FTE                           |
| <b>Location</b>                               | The Royal Children's Hospital Foundation, 48 Flemington Road, Parkville |

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| <b>The Royal Children's Hospital Foundation</b>  |
| <p>Founded in 1989, The Royal Children's Hospital (RCH) Foundation is the fundraising arm of the RCH, one of the world's leading children's hospitals. The RCH Foundation has the vital role of raising and distributing donated funds to the hospital. While a legally separate organisation, the RCH Foundation works closely with the RCH in achieving its vision.</p> <p>The people of Victoria love the RCH and in giving to the RCH Foundation, whether through linked fundraising appeals like the Good Friday Appeal or RCH Auxiliaries in their community, they feel a great ownership. As a result of this ownership and the fact that the RCH Foundation is therefore a custodian of these donated funds, the RCH Foundation takes seriously its role for and on behalf of those donors.</p> <p>Generous community support helps to sustain the hospital's role as international leader tackling some of the world's biggest health issues, and the RCH Foundation supports a vast network of fundraisers and donors. Donated funds drive the hospital's growth, are utilised for purposes of medical excellence, and support only the most innovative, life-changing programs and initiatives – that would otherwise not exist - in the areas of research, leadership, training, technology, equipment, and patient and family centred care.</p> <p><b>VISION</b></p> <p>We are the RCH Foundation, and we are changing the future of children's health. Our vision is that the RCH, founded in philanthropy, supported now and in the future will have the capacity to transform health care for children and young people.</p> <p><b>MISSION</b></p> <p>We inspire our community to invest in the hospital's future by supporting care, treatment, research and learning that will improve the lives of young people and their families.</p> <p><b>STATEMENT OF IMPACT</b></p> <p>The hospital will become a global centre of excellence in the care and treatment of the sickest and most vulnerable children and young people. With the support of integrated research programs, great academic leadership, and first-class staff, it will truly be known for its impact on childhood disease, nationally and internationally.</p> |

| PURPOSE OF POSITION  |
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| <p>The Royal Children's Hospital Foundation Gift in Will (GIW) program aims to promote and solicit Gift in Wills to our donors and the wider community, and effectively steward already committed donors.</p> <p>It's an exciting time of growth in the GIW space at the Foundation. The program generates significant income for the RCH Foundation and is a focus of the current strategic plan and growth agenda. With a new strategy in place the Foundation is set to substantially grow the annual income over the coming years.</p> <p>The Gift in Wills Coordinator is responsible for soliciting and stewarding Gift in Wills donors and prospects, providing highest levels of donor care and providing administration support for estates. The role will contribute to and assist in the implementation of the GIW strategy, manage a portfolio of donors, seek out opportunities with Philanthropy team to co-manage and steward major donors/confirmed GIW donors, assist to coordinate key stewardship activities and events, and provide administration support in the management of Estates and endowments. The role will be crucial to the success of the GIW program at RCHF and will be a first point of call for donors, solicitors and staff.</p> <p><b>Communication:</b></p> <p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• GIW team</li> <li>• Philanthropy team</li> <li>• Wider fundraising team and Fundraising Director</li> <li>• Finance team</li> <li>• CEO</li> <li>• Volunteers and Auxiliary members</li> <li>• RCH staff and campus partners</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• GIW donors and prospects</li> <li>• Executors, solicitors and other legal personnel</li> <li>• Patient families</li> <li>• Good Friday Appeal</li> <li>• Suppliers and contractors</li> <li>• Local, national and international not-for-profit networks</li> </ul> |

| KEY ACCOUNTABILITIES   |
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| <ul style="list-style-type: none"> <li>• Build and maintain excellent relationships with new and existing supporters with the aim to increase the number of confirmed Gift in Will donors</li> <li>• Act as stewardship champion and coordinate key stewardship activities for GIW program, including donor events and tours</li> <li>• Contribute to administration of seamless moves management process</li> <li>• Work collaboratively across the organisation, and in particular the philanthropy team, with the goal to enhance donor giving</li> <li>• Maintain timely and accurate estate and donor records in Salesforce</li> <li>• Actively promote GIW to Foundation staff, RCH staff and campus partners</li> <li>• Provide best practice stewardship for endowments to achieve revenue growth</li> <li>• Report regularly on GIW pipeline, KPI's and budget</li> <li>• Ensure all GIW activities comply with all relevant privacy and fundraising legislation, and Foundation policies and procedures</li> <li>• Review death notices and undertake Will searches where necessary</li> <li>• Actively coordinate administration of estates and escalate complex/contested estates</li> </ul> |

## KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

### Essential:

- Minimum 2 years' experience as a fundraising and philanthropy professional
- Advanced knowledge of Microsoft Office Suite and customer/donor management database software
- Demonstrated superior written and verbal communication skills, with an ability to exercise discretion in dealing with sensitive information and maintaining confidentiality at all times
- Clear understanding of and personal commitment to the mission and values of the Foundation
- Superior administration skills

### Desirable:

- GIW experience
- Salesforce experience

## KEY SELECTION CRITERIA

- Demonstrated excellent written and verbal communication skills with an ability to effectively negotiate
- Excellent phone manner, displaying a mature, ethical, professional manner that exhibits sensitivity, tact and discretion along with a commitment to a high standard of performance
- Demonstrated ability to build and maintain relationships with a diverse range of people
- Demonstrated ability to exercise discretion in dealing with sensitive information and maintain confidentiality at all times
- Demonstrated time management, organisational and planning skills, with the ability to be flexible, adapt to varying workloads and to effectively manage multiple tasks
- Ability to effectively prioritise and maintain excellent attention to detail at all times
- Demonstrated ability to take a forensic approach to donor research

## TERMS AND CONDITIONS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children's Check throughout their employment
- It is a condition, and inherent requirement, of your employment that you are, and remain, fully vaccinated against COVID-19 with booster shot
- The position is offered as a part time (4 day a week). There will be a six-month probationary period
- There will be a requirement to work outside of normal hours on limited occasion for fundraising events and activities. Allowance is made for reasonable time-in-lieu
- Enhanced leave entitlements, including:
  - Three bonus days of leave between Christmas and New Year for the office close-down period
  - Two additional days of leave per year to support staff wellbeing and mental health
  - Two additional days of personal leave per year
  - Flexible working hours and conditions are offered, including a hybrid working model
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