



## **Application Package: Fundraising Officer**

### **Applying for the Position**

Thank you for your interest in becoming part of Muscular Dystrophy Queensland's Fundraising team. We encourage you to read more about our organisation, our community and the requirements of the role as detailed in the following pages. You might also like to find out more about the organisation from:

- Our website: [www.mdqld.org.au](http://www.mdqld.org.au)
- Our facebook page: [www.facebook.com/mdqld.org.au](http://www.facebook.com/mdqld.org.au)

If you would like to apply for the position, you are encouraged to submit your application as soon as possible, as interviews will be scheduled as soon as there are a number of suitable applicants.

#### **Your application should consist of:**

- A brief email or cover letter.
- Attach a copy of your resume which should include at least two professional referees. (We will ask for your permission before contacting them.)

#### **The interview process will include:**

- An initial telephone interview addressing the Key Selection Criteria which will be provided to you prior to your interview. Please prepare responses in advance. Give examples of your past experience and any directly related skills you may have.
- A face to face interview
- A paid 3 hour trial

Your application must be submitted to [careers@mdqld.org.au](mailto:careers@mdqld.org.au)

If you require further information or have a specific question about the role, confidential enquiries can be made to Kathryn Chopping, Fundraising Contact Centre Team Leader. Email: [kathrync@mdqld.org.au](mailto:kathrync@mdqld.org.au) or call 3243 9700.

# Information about Muscular Dystrophy Queensland

## The Organisation

Muscular Dystrophy Queensland (MDQ) is a registered charity that provides assistance to individuals in Queensland who live with muscular dystrophy and similar conditions, as well as their family and carers. We estimate there is just over 4,000 people living in Queensland with these conditions. Each year another 40 families receive the heartbreaking diagnosis that would make them eligible for our services. With the generous support of our community, we provide a range of specialised services that meet our clients' needs and assist them to make the most of their opportunities.

## The Conditions

Muscular Dystrophy is an umbrella term that covers more than 100 different genetic, neuromuscular conditions, all similar in the way they progressively reduce muscle strength and function. There are many other types of neuromuscular disorders, affecting people of all ages. While most forms of muscular dystrophy occur in babies or children, some others appear in late adolescence or adulthood. There is no cure for muscular dystrophy and without treatment many of these conditions would be fatal. Fortunately, treatments have improved remarkably in recent years. With good cardiac and respiratory care, lives are being significantly extended.

## Mission and Vision

**Vision:** Life without limits for people with muscular dystrophy and similar conditions

**Mission:** Muscular Dystrophy Queensland empowers people living with muscular dystrophy and similar conditions to make the most of opportunities and live the lives they choose.

**Core Values:**

- Client Focused** – to recognise that we exist for the benefit of our clients and to be mindful of this in all endeavours.
- Ethical** – to act with integrity and honesty and to be transparent in all our operations.
- Collaborative** – to work together with each other and our clients as well as likeminded individuals, organisations and communities for the benefit of people living with Muscular Dystrophy and other neuromuscular conditions.
- Progressive** – to continually search for new ways to improve and deliver our services.
- Communicative** – to actively listen and value the ideas and opinions of others and to keep people informed by seeking and sharing information.
- Inclusive** – to encourage greater participation and access for people living with Muscular Dystrophy and other neuromuscular conditions, to their communities.

## Services

### Free charitable services:

We offer a range of services at no cost to our clients. These services are funded entirely by donations from generous individuals, corporations, and private trusts and foundations, and from MDQ's fundraising and events programs. From time to time we also receive project funding in non-recurrent government grants. Our charitable services currently include:

- **NDIS Ready Program:** Preparing people to understand the new disability support funding scheme and to be ready to apply for funding.
- **Helpline:** Providing general information about living with muscular dystrophy and similar conditions to those who have not yet registered for services
- **Information and support services:** Providing in-depth, one-to-one assistance for people who do not have adequate access to this through alternative support services.
- **Equipment Loans:** Including short term placement of CoughAssist respiratory equipment under the *Breathe Well Program* and long-term loans of electrical adjustable beds under the *Rest Well Program*. These programs also cover essential equipment maintenance which ensures our clients' safety while using this equipment.
- **Advocacy:** When systems and bureaucracy fails our community, we use our position and resources to raise our voice, speak up and seek an improved outcome.
- **Crisis support:** When an unplanned event occurs and a person in our community cannot find a solution alone, MDQ is able to provide an understanding, knowledgeable member of our team to help address immediate problem and guide our clients towards a long-term resolution.
- **Support for research:** A cure does not exist for any condition in the group of conditions known as muscular dystrophies. We support research that aims to improve quality of life, extend life expectancy and ultimately, find a cure for any one of these conditions.

### Chargeable services:

Our chargeable services have been developed for the new disability support funding model, the National Disability Insurance Scheme (NDIS), which rolls out across Queensland between 2016 and 2019. We offer these services for our clients with muscular dystrophy and similar conditions, and also others where we believe we can be of assistance. As the NDIS is such a new scheme, we will be reviewing and updating our services over time.

Because we have charitable support, in some, restricted cases we are able to offer these chargeable services under a pro-bono arrangement. In these instances, there must be a significant need and no alternative funding solution for our clients.

Our chargeable services include; plan management provision, support coordination, planning, budgeting and decision making, social work and counselling, occupational therapy and physiotherapy.

## About the Position: Fundraising Officer

### Purpose and Function of the Role

The focus of the role is to raise donations and other fundraising income via telesales that will fund the Organisation's services and operations.

### Key Relationships

The Fundraising Officer is a member of the fundraising team in the Contact Centre (currently a team of 4 fellow Fundraising Officers), and report to the Fundraising Contact Centre Team Leader.

### Hours of Work

This role is a casual position offering 15-20 hours per fortnight. Hours of work would be Monday to Wednesday 4pm to 7pm, (with some capacity to negotiate for the right candidate.) From time to time, you may be required to work additional hours.

### Remuneration

This position meets the classification schedule for a Social and Community Services Employee at Level 2 of the *Social, Community, Home Care and Disability Services Industry Award 2010*. Currently, this offers a casual hourly rate between \$32.48 and \$35.44, dependent upon experience. The successful applicant would also have opportunity to take advantage of generous salary packaging arrangements available to Muscular Dystrophy Queensland as a Public Benevolent Institutions, which may add value to this employment package. Superannuation is paid in line with the superannuation guarantee.

### Other Benefits

Muscular Dystrophy Queensland offers a flexible working environment in a small organisation known for its positive culture. Additional employee and professional benefits include:

- Employee assistance program to support the emotional well-being of our staff.
- Contribution to reasonable professional development, to support growth and continuous improvement.
- Senior First Aid and CPR qualifications for key staff members (although not compulsory).

### Main Duties and Responsibilities

- Telesales for General Donations and Art Union Tickets
- Work to achieve individual and team Key Performance Indicators and Targets
- Dial all lists provided during the appeal and maintain data integrity of the list and its contents
- Maintaining accurate records in relation to calls made
- Maintaining accurate records in relation to pledges received
- Ensuring that the devised script is followed in discussions with supporters
- Building strong relationships with donors, supporters, friends, members organisations, government departments, corporations and businesses
- Providing regular and relevant reporting in relation to progressive results

### Other Responsibilities

- Maintain a practical understanding of Muscular Dystrophy Queensland's vision, mission and operational activities in order to effectively communicate its role within the community.
- Perform all duties in accordance with relevant legislation and best practice guidelines, particularly with regard to collecting donations and charitable gaming.
- Act as a representative of Muscular Dystrophy Queensland at public and private engagements as required.

- Understand and appropriately implement relevant internal processes, policies and procedures.
- Keep desk area clean and tidy and maintain general office cleanliness.
- Provide information to the management team and input into positive change management for the organisation.
- Perform other duties as assigned by the Contact Centre Team Leader, Fundraising & Communications Manager, Chief Executive Officer or other managers.

### Conditions of Employment

- All duties are to be carried out in accordance with MDQ's policies and procedures, which are based on compliance with relevant conventions, acts and standards.
- The employee must conduct activities in line with relevant legislation and best practice guidelines, including but not limited to Collections Act 1966, Charitable and Non-Profit Gaming Act 2010, Do Not Call Register and Information Privacy Act 2009 (Qld).
- The employee is required to work within MDQ's core values, as outlined in the Human Resource Policy and Procedures manual.
- The employee must hold, or be willing to apply for, a Blue Card (*Working with Children (Risk Management and Screening)*) and Yellow Card exemption (*Application for criminal history screening — prescribed notice*). MDQ will meet the costs of these applications.
- Upon employment with MDQ, the employee will obtain and supply a *Nationally Coordinated Criminal History Check* from an approved provider. MDQ may at its sole discretion, request an updated *Nationally Coordinated Criminal History Check* at any stage during employment with the organisation.
- The employee must have the legal right to work in Australia with no restrictions. If requested by MDQ at any stage during employment, the employee must provide evidence of their continuing right to work in Australia.