Position Description

The Role

Title: Partnerships and Engagement Coordinator

Purpose Statement: Support the Partnerships Manager to ensure the successful delivery of engagement activities with key partners to support SANE’s service delivery objectives.

Team: Communications and Engagement
Reports to: Partnerships and Engagement Manager
Staff Reporting to: NIL

Location: Melbourne

Employment Status: Full time, contract until 30/6/2023

Key Functions:

- Support the implementation of a Partnerships Strategy including ensuring all strategic partnerships activities are undertaken using appropriate formats, monitoring and processes
- Maintain an up-to-date stakeholder/partner database and set up and run reports as requested
- Coordinate documentation related to partnership targets, goals and KPIs and keep up-to-date records and data
- Support the roll out of the stakeholder initiation plan
- Coordinate reviews of resources and collateral and ensure the team has adequate stock and relevant materials
- Support the roll out of planned activity related to Forum's partnerships including management of the Partnerships inbox, EDMs etc.
- Maintain a contract register for MOUs/Service Agreements and help facilitate renewal
- Support the dissemination of referral tools and processes to partners
- Support the administration of small collaboration grants to local NGO partners for service promotion
- Manage partners’ ad hoc requests on an ongoing basis
- Support the SANE Forums team’s partner training and development initiatives, by assisting in creating presentations, and other resources
- Liaise with the Forums team to ensure smooth running of partner involvement in Forum activity
- Maintain documentation related to local referral opportunities and champions in PHN regions

Essential Requirements – Key Selection Criteria:

Skills & Expertise

- Proven administration and/or customer service experience
- Experience using CRM database (Salesforce desirable) and email tools (Campaign Monitor desirable)
- Demonstrated experience working with a diverse range of internal and external stakeholders
- Excellent written and oral communication skills and interpersonal skills
- Desirable – experience working in the mental health sector, specifically with people affected by complex mental health issues to improve service delivery
- Demonstrated ability to manage multiple priorities with shifting and short deadlines
- Microsoft Office skills (Word, Excel, PowerPoint)
- Brings a can do attitude, demonstrating initiative, in a dynamic and fast paced environment

**Qualification and Experience**
- Certificate in Administration or similar
- Over three years’ experience working in a program delivery team (ideally in standing up a new program)