

POSITION DESCRIPTION (PD) FOR Diocesan Support Manager			
Position Title (Generic):	Manager	Position Title (Specific):	Diocesan Support Manager (DSM)
Reporting to:	Diocesan Director of the Archdiocese of Sydney and the Diocese of Broken Bay and of Parramatta	Direct Reports:	None
Position Location:	Diocese BROKEN BAY/PARRAMATTA/SYDNEY	Position Code:	DSM-FT
Full Time Equivalent (FTE):	Full-time=1.0FTE	Date:	5/03/2020
Employment Type:	Permanent Full-time	Rem Code:	HI
Financial Authority:	<input checked="" type="checkbox"/> Authority level to \$3000 <input checked="" type="checkbox"/> Credit card to monthly cap of \$3000	Rem Steps:	From: S29 To: S37
		Award	No Award - ACBC guidelines
About Catholic Mission	<p>Our Vision That all may have life in Christ. <i>"I came that they may have life, and have it abundantly."</i> (John 10:10)</p> <p>Our Mission As the Pope's international mission agency we respond to the call to love God and to love our neighbour by forming individuals and communities as missionary disciples of Jesus who share their faith in action and through prayer.</p> <p>We share in God's mission to reach out, give life by sharing our personal and financial resources to:</p> <ul style="list-style-type: none"> • proclaim the Gospel • serve people in need • act for peace, justice and creation <p>In partnership with local churches so that all may have life in Christ.</p> <p>"Love one another. Just as I have loved you, you also should love one another." (John 13:34)</p>		
Purpose of Role	<p>This position of Diocesan Support Manager (DSM) exists within the Diocesan Support Team for the Archdiocese of Sydney and the Dioceses of Broken Bay and of Parramatta (SBBP) and acts in a dual capacity:</p> <ul style="list-style-type: none"> • Providing assistance to the Diocesan Director (DD), as 2nd in charge (2IC), in supporting activities within the SBBP and in supporting activities of Dioceses within the ACT/NSW region (60% of the time). • Providing support to the youth and schools, particularly concerning the promulgation and consolidation of the Socktober program, within the ACT/NSW region (40% of the time). <p>As the 2IC within the Diocesan Support Team for SBBP (which forms 60% of the role or 3dpw), you will be assisting the DD in the following ways:</p> <ul style="list-style-type: none"> • Managing local engagement within the SBBP. • Contributing to budget planning for the SBBP. • Managing the recruitment of CM ambassadors for the Speaker Team for CM Church Appeals within the SBBP, including seminarians who are interested in providing their time and talents. • Providing ongoing training, mentoring and resources to CM ambassadors across the region of NSW/ACT. • Crafting and publishing the messages/stories for CM's online presence in social media for the 		

SBBP.

- Assisting the Diocesan Director in providing resources and mentoring to Regional DDs within the NSW/ACT Region.
- Engaging parishes in becoming 'mission' aware and promoting CM's formation products and services.
- Managing the partnership and the delivery, together with Catholic Schools Office (CSO) staff, of the annual school World Mission Month (WMM) masses within the SBBP.
- Preparing and delivering presentations to Clergy, Deanery Meetings, CM Ambassadors and School Assemblies, local Catholic organisations and as required.
- Assisting in the engagement with local commercial enterprises in relation to seeking sponsorship for CM events and international projects.
- Assisting with the organisation of major donor events.
- Assisting in the organisation of visiting international delegates.
- Developing the relationship with local Catholic Universities and Ethnic Chaplaincies.

On the Youth and Schools engagement front you will be:

- Maximising the profile and income from schools promoting the new Socktober peer-to-peer initiative, engaging schools, parents, children and the wider community.
- Overseeing Catholic Mission's (CM's) presence at schools including events that highlight education, formation and the missionary nature of our work and which support Socktober and our strategic direction and engagement with various stakeholders, including schools, clergy and youth.
- Acting as a key representative of CM in schools in the Archdiocese and Dioceses within the ACT/NSW Region including: Mission Mass; workshops; general inquiries; local initiatives; immersion queries, etc.
- Collaborating with the CM Youth Liaison Officer to implement a national youth engagement strategy, which will involve developing relationships with local young people in a range of different spaces, including but not limited to: those high schools undertaking Socktober, other schools, Universities, post-high school youth hubs, community groups, Young Christian Students (YCS) and Young Christian Workers (YCW) groups, Catholic Mission Post-Immersion Groups, Parishes and Diocesan and National Youth forums, festivals and events.
- Working in consultation with the Mission Education Officer SBBP in accessing/developing relationships with schools' contacts.

About Socktober

- During World Mission Month in October, we invite schools to participate in *Socktober* through our unique *head, heart and hands* model: encouraging a learning mind, an open heart and hands for action. *Socktober* builds on the Pope's recent initiative *Sport at the Service of Humanity* and challenges children to experience their faith in action.
- *Socktober* is a whole of community engagement tool and builds an understanding of mission in the off-line and on-line space. The international game of soccer is used as a vehicle for children to experience how their brothers and sisters throughout the world play the game of soccer, learn about life in the countries supported by Catholic Mission and are moved to action using our unique *Socktober* educational and fundraising platform: www.socktober.org.au

Primary Duties & Key Performance Indicators (KPIs)	
Key Responsibility Areas – Expected End Results	Key Performance Indicators (KPIs) – Measures of Success
As 2IC within the Diocesan Support Office of SBBP (60% of the time)	
1. Assist the DD in providing resources and mentoring to Regional DDs within the NSW/ACT Region.	<ul style="list-style-type: none"> Contribute to the induction and ongoing formation of new DDs in the region.
2. The Catholic community of ACT/NSW has an increased understanding of CM's mission, vision and values.	<ul style="list-style-type: none"> A minimum of 6 appeal presentations per year are given at select parishes within the SBBP with particular focus and participation during the busy months of June, August, September, October and November. Training programs for seminarians who have agreed to give appeal presentations are designed, developed and delivered in a timely manner. Deliver presentations at Deanery meetings to a high standard as and when requested/required ensuring that other CM staff representatives requested for presentations at Deanery Meetings are organised in a timely manner and confirmed for Deanery meetings within the SBBP. The volunteer Speaker Team for Church Appeals is increased by the recruitment of high quality speakers. Speakers for CM Church Appeals are trained appropriately and provided with appropriate tools in order to present inspirational appeals. Relationships with parish staff throughout the SBBP are developed and maintained to a professional standard. This includes organising regular visits to parish offices (staff) to show CM's appreciation for their partnership and to discuss CM resources, projects and formation/fundraising initiatives. Participants returning from CM Immersions are given opportunities to give presentations on behalf of CM at parish/school appeals and extended an invitation to become a CM mission ambassador (that is, member of Speaker Team). The relationship with local seminary is nurtured and parish placements organised. Special appeal envelopes are created in consultation with the Fundraising Team, and presentations for ethnic chaplaincies/ parishes are developed and delivered as and when required. Build partnerships and networks within diocesan youth and social justice groups. Participate in diocesan youth, mission and formation events and forums. Design and deliver presentations on CM mission and global mission of the church. Develop and nurture relationships with Catholic CSO offices within the Archdiocese/Dioceses. Assist in the with engaging local commercial enterprises in relation to seeking sponsorship for CM events and international projects.
3. We clearly express CM's unique role in the Church and in a society with many charitable organisations.	<ul style="list-style-type: none"> All major donor events within the SBBP are attended and assistance/support is provided at these events. CM Formation events (eg MOHMY conference) are promoted within Catholic organisations and NGO's within the SBBP.

<p>4. We are capable and enthusiastic leaders in fundraising and formation for mission.</p>	<ul style="list-style-type: none"> • A minimum of 6 weekend appeal presentations are given across the SBBP throughout the year. • Assist in the planning, catering, invitations, RSVPs, room set-up for major donor events, to be organised in a timely manner in collaboration with members of the Diocesan Support Team. • Contribute to the international visitors' programs/visits to the SBBP. • Contribute to the hosting of these international visitors. • Assist in the international visitors' programs/visits to the regional dioceses within the ACT/NSW regions to ensure they are organised and administered in a timely and professional manner in collaboration with the regional DDs. • At national CM events, active participation in mission dialogue is provided. • WMM school masses are well organised and successfully launched. • Assist in any diocesan CM launch/events or formation/fundraising activities.
<p>5. We have opportunities to share, pray, reflect, study and to 'proclaim', 'serve' and 'act' as missionaries in our workplace and beyond.</p>	<ul style="list-style-type: none"> • Ethnic chaplaincies are contacted and relationships developed and nurtured.
<p>6. We have increased engagement with the Australian community in support of the work of CM.</p>	<ul style="list-style-type: none"> • Resources are provided, as is mentoring, to regional Diocesan Directors within the ACT/NSW region with their CM Mission Ambassador (Speaker) recruitment and retention initiatives. • Locally based speakers in the regions are sought, recruited, trained and retained.
<p>7. Fundraising and formation programs are opportunities for people to be formed in mission, and respond through prayer, fundraising and action.</p>	<p>On Fundraising...</p> <ul style="list-style-type: none"> • Funds raised from CM church appeals within the SBBP are progressively increased. • Develop improved fundraising strategies for donations in general and, in particular 'regular giving' acquisition. • The number of parishes within the SBP holding a CM Church appeal is maintained with a view to have a CM appeal in each parish of each diocese each year. • Increase the number of CM Ambassadors (speakers) and improve the quality (effectiveness) of their appeals (as reflected in the donations received). • International visitor appeal presentations are organised in a timely manner and are successfully delivered (as reflected in the donations received). • Tasks are completed on time in relation to the CM and the Diocesan fundraising calendars. <p>On Formation programs...</p> <ul style="list-style-type: none"> • CM Formation events (eg MOHMY conference) are promoted within Catholic organisations and NGO's within the SBBP.

<p>8. We present messages to donors which communicate a balance of appreciation, formation and fundraising.</p>	<ul style="list-style-type: none"> • Resources for CM Ambassadors (speakers) are prepared on time and are presented using the KISS principle (Keeping it Simple). • CM Ambassadors (speakers) are appropriately trained and present a consistent CM message to donors via church and other appeals. • Regular communication to and with the CM Ambassador (Speaker Team) is maintained on the following: updates on CM projects, CM appreciation for their commitment, feedback regarding appeal responses from the parish, information on effective fundraising techniques, continually updated appeal materials (speaker notes, photos, posters, PowerPoint presentations). • Thank you events for CM Ambassadors (speakers) are regularly organised. • Contribute to the preparation of project profiles to donors for diocesan fundraising events are completed to a high standard. • Campaigns are evaluated at the end of the campaign to ensure balance is right. • Crafting and publishing messages/stories for CM's social media (Facebook, Instagram, Twitter and website), <i>Mission Matters</i> and <i>Mission Today</i>. • Crafting and publishing messages/stories for local media within the SBBP. • Assisting regional Diocesan Directors to craft messages/stories for their local regional media.
<p>9. Local Church leaders prioritise and support Catholic Mission fundraising. (SP7.2)</p>	<ul style="list-style-type: none"> • Local church leaders are encouraged to use CM speakers, print and media resources.
<p>Youth and Schools – Socktober Engagement within the Diocesan Support Office of SBBP (40% of the time)</p>	
<p>10. Pre-event engagement with <i>Socktober</i> occurs in schools and communities within the SBBP and the Dioceses of the ACT/NSW Region in the lead up to World Mission Month (WMM).</p>	<ul style="list-style-type: none"> • Working as part of a national collaborative effort in schools engagement, to co-ordinate the SBBP <i>Socktober</i> events/activities. • Working, with support from the <i>National Community Engagement Officer - Socktober</i> and the <i>DDs</i> in the region, to engage Religious Education Coordinators (RECs), principals, teachers, parents, students and community members in the <i>Socktober</i> initiative including engagement with and promotion of the <i>Socktober</i> online platform, collateral and promotional materials. • Represent CM to promote <i>Socktober</i> at REC meetings, Catholic Education Office (CEO) meetings and other relevant gatherings including conferences and University open days. • Using the online platform, outline the benefits to schools of the <i>Socktober</i> initiative versus traditional methods of engagement. • In conjunction with National Schools Engagement Officer support, provide seamless communication to schools including follow-up with Welcome Kit, schools promotional materials, email flow, follow-up, online registration (promotion and trouble-shooting). • At least 65 schools from across the SBBP commit to being involved with <i>Socktober</i> in 2020 with this number growing incrementally each year. • Ascertain opportunities for greater community engagement (eg. soccer clubs, etc.) for sponsorship and involvement of corporates and small business in <i>Socktober</i>.
<p>11. Schools and communities in the Dioceses within the ACT/NSW region successfully engage with the <i>Socktober</i> initiative during WMM in October.</p>	<ul style="list-style-type: none"> • During WMM in October, ensure all schools are well supported to carry-out the <i>Socktober</i> initiative including, but not limited to: <ul style="list-style-type: none"> ○ Resources – all schools understand the nature of the challenge, what resources are required including physical resources, promotional collateral and online resources. ○ Schools are well versed with the online resources and how to use

	<p>their unique 'school page'.</p> <ul style="list-style-type: none"> ○ <i>Socktober</i> Event Days – are well resourced, and wherever possible stand alone. ● Schools/communities are well supported during October to ensure an enthusiastic and mission-focused engagement with <i>Socktober</i> thereby maximising income.
12. <i>Post Socktober</i> event procedures are efficiently carried out after WMM to ensure <i>Socktober</i> is firmly embedded in the schools'/communities' culture so that it continues year to year.	<ul style="list-style-type: none"> ● Provide feedback and follow-up of <i>Socktober</i> in schools and communities within the Dioceses of the ACT/NSW Region, including, but not limited to: <ul style="list-style-type: none"> ○ Thank you acknowledgements, certificates both for schools and top student/community fundraisers via email/telephone and where applicable for top performing schools face-to-face are presented. ○ Parents/students/communities are fully engaged and provide input to feedback surveys. ○ Ensure applicability of mission to the <i>Socktober</i> Event Day. ● Work with the <i>National Community Engagement Officer - Socktober</i> on post-event wrap up tasks including data reporting; schools involvement and any other relevant feedback.
13. Provide reports back to schools.	<ul style="list-style-type: none"> ● In collaboration with the <i>National Schools Engagement Officer</i>, provide feedback platform activity per school including: number of registrations, amount of funds raised, etc.
14. Participate in the National <i>Socktober</i> Networking Group.	<ul style="list-style-type: none"> ● Participate in CM's internal <i>Socktober</i> networking group which includes National Office and key diocesan staff to share ideas and collaborate experiences. ● Participate in regular <i>Socktober</i> User Group (SUG) during <i>Socktober</i> – a support group for schools to share their experience across Australia.
15. Promote the CM Immersions program connecting youth leaders with existing youth networks, parents, teachers, students, parish communities.	<ul style="list-style-type: none"> ● Promote CM immersions program to schools within the Archdioceses and Dioceses within ACT/NSW Region as part of our overall school engagement. ● Collaborate with the Formation Team to ensure immersion inquiries are followed-up in a timely manner. ● Engage students post-immersion in Stage 3 of the program.
16. Engage with internal and external stakeholders, especially via social and digital media.	<ul style="list-style-type: none"> ● Regularly update CM staff of youth engagement events/activities/social media including <i>Socktober</i> via the organisation's main communication tool <i>Mission Matters</i>, the weekly CM staff newsletter. ● Prepare social media communications (using Twitter and Facebook) on youth engagement events/activities for the CM Communications Departments on a regular basis. ● Make presentations about CM's Youth Engagement Approach and/or collaborative initiatives at relevant events within the Dioceses in the ACT/NSW Region and upon invitation.
17. Participate in the youth initiative strategy and activities.	<ul style="list-style-type: none"> ● To participate in regular planning and debriefing meetings with the CM <i>Youth Liaison Officer</i> and other CM <i>Youth & Schools Engagement Officers</i>.
18. To act as a key representative of CM in schools in the Dioceses within the ACT/NSW Region including: Mission Mass; workshops; general inquiries; local initiatives; immersion queries, etc.	<ul style="list-style-type: none"> ● To engage with schools throughout the SBBP representing CM and actively integrate the above initiatives and programs and others provided by CM into school practice and life.

General			
19. Comply with CM's Safeguarding of Children and Vulnerable Adults policy and code of conduct.	<ul style="list-style-type: none"> The policy and code of conduct is observed and adhered to at all times. Breaches are identified and reported where appropriate, in order to eliminate or prevent the abuse of children and/ or vulnerable people. 		
20. Comply with CM work, health and safety measures and standards.	<ul style="list-style-type: none"> Safe work practices are observed in accordance with training and instruction given. Risks/hazards are identified and reported where appropriate, in order to eliminate or prevent the risk recurring. Consultative processes provided by CM are engaged. 		
Challenges of the Position			
<ul style="list-style-type: none"> Parish fundraising fatigue is a reality. Most parishes have the challenge of organising available weekends to hold an appeal that does not coincide with sacramental programs and events and other NGO and Diocesan appeals they hold throughout the year. Speaker retention and recruitment is always a challenge. Keeping people engaged and willing to commit an entire weekend to giving parish appeals can be challenging. Many people are time poor and their weekends are precious. We need to provide quality materials and ensure their efforts are acknowledged and appreciated. Some parishes are hesitant to allow a speaker to give appeal presentations. We need to connect with clergy as much as possible through Deanery Meetings and School Masses to ensure we are providing a clear message of our brand and identity. <i>Socktober</i> is a relatively new initiative for schools and communities and thus considerable negotiation and influencing skills will be required to engage with schools and the wider community. <i>Socktober</i> is utilising a new online engagement platform which schools will need to learn and then promote to their parent community. This will entail considerable patience and personalised support for schools to ensure seamless engagement. Successful roll-out of <i>Socktober</i> will entail innovation and collaboration with the Archdiocese of Sydney and the Diocese of Broken Bay and the Diocese of Parramatta and the National Office teams, hence openness to learning, mentoring and sharing will be paramount. 			
Person Specification			
Essential	Knowledge	Desirable	
	<ul style="list-style-type: none"> Due to the essential breadth of involvement with parishes, clergy and the Catholic Church's evangelisation activities, this position is identified as requiring a practising Catholic who will have an understanding of, appreciation for and commitment to promote Catholic principles, values and global mission. An understanding of the structure of the Catholic Church. Demonstrated understanding of relationship-based fundraising. Tertiary qualifications at degree level in a relevant discipline (theology, education, fundraising, management or sales/marketing) or an appropriate certification in a recognised Australian higher learning institution (either at university or TAFE level). 		
Essential	Experience	Desirable	Experience
	<ul style="list-style-type: none"> Demonstrated involvement in the Catholic Church in your parish. Proven professional experience of at least three (3) years within a Catholic Church position, and/or equivalent professional role within the sectors of education, marketing, fundraising, or event management. Proven experience in building excellent rapport with individuals and groups, and networking ability in the dioceses within ACT/NSW. 		<ul style="list-style-type: none"> Overseas mission experience. Cross-cultural awareness and experience. Experience in the not-for-profit sector. Demonstrated event management experience.

Essential	Skills <ul style="list-style-type: none"> • Management capability of the highest order, including but not limited to staff, project, budget, and stakeholder management. • Demonstrated capability to deliver high quality verbal and written communication including public speaking presentations, reports, education sessions and especially leading pastoral and prayer group activities. • Proven significant capability to organise tasks, achieve targets and manage competing priorities in a professional and proactive manner. • Sound computer skills to prepare documents, presentations and spreadsheets. Ideally experienced with professional use of social media. • Current car driver’s licence and willingness to travel throughout the region, including occasional evening and weekend work. • Team player and solid team building skills. 	Desirable	Skills <ul style="list-style-type: none"> • Research and data mining skills. • Database management skills (ideally using iMIS).
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Other	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> All applicants must be eligible to work within Australia. <input checked="" type="checkbox"/> A Criminal History Check is required for this position. <input checked="" type="checkbox"/> A Working with Children Check is required for this position. <input checked="" type="checkbox"/> This position requires occasional travel nationally. <input checked="" type="checkbox"/> This position requires a driver’s licence. <input checked="" type="checkbox"/> Commitment to CM’s agency requirements, including attendance at staff and management meetings; completion of all finance and operational reporting requirements as per CM’s policies and/or line manager’s directive, adherence to program, HR and Finance policies and procedures. <input checked="" type="checkbox"/> As a FTE (full-time equivalent)=1.0 employee, you will receive a Mobile Phone Plan <input checked="" type="checkbox"/> Capacity and willingness to work outside standard business hours. <ul style="list-style-type: none"> • Evening and weekend work is required. • Compensation for this includes time in lieu as mutually agreed with CM. • Work hours can be flexibly arranged during the year to address fluctuating workloads by agreement with the DD.
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Key Stakeholders/Relationships

Internal	<ul style="list-style-type: none"> • Diocesan Support Team SBBP • Fundraising Team • Formation Team • Communications Team • Programs Team • Donor Services & Engagement Team • ACT/NSW DDs • National Community Engagement Officer – <i>Socktober</i> • Youth and Schools Engagement Officers - <i>Socktober</i> 	External	<ul style="list-style-type: none"> • Parish Priests • Religious Education Coordinators (RECs) • School Principals • School Secretaries • Business Leaders in the Community • Volunteer Appeals Speakers • Catholic NGSs and organisations • Diocesan social justice, youth and similar networks • Youth Leaders / Groups • YCS/YCW • International delegates
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PREPARED BY:		REVIEWED BY:	
Name	Alan Wedesweiler	Name	Sharon Messina
Position Title	Diocesan Director	Position Title	HR Director
Date	6 Mar 2020	Date	5 Mar 2020
AUTHORISATION: 1st Level		AUTHORISATION: 2nd Level	
Name	Peter Gates	Name	Brian Lucas
Position Title	Deputy National Director	Position Title	National Director
Date	9/3/20	Date	9/3/20