

## Position Description

### Director of Stewardship and Engagement (0.8 FTE)

**The Position:** The key role of the Director of Stewardship and Engagement (DSE) is to work effectively and collaboratively alongside the National Executive Director (NED) in serving the mission and vision of CRA.

The DSE position is both strategic and operational, with a focus on stewardship and membership engagement, including communications management. The primary purpose of the position is to work with the National Executive Director in:

- facilitating, coordinating and implementing the initiatives of the President, Council, NED and Secretariat and other CRA groups with a particular focus on stewardship, engagement, communications management and operations.
- provide the membership with services which promote their ministry of leadership
- extend the profile and influence of CRA in Church and public arenas, supporting the management of CRA's communications within the broader community

The DSE deputises for the NED in her absence.

**Reporting:** The DSE reports to the NED and has two direct reports.

**Responsibilities:** The DSE is accountable to the NED and will:

**Mission support:** Support the National Executive Director in the development of the work of CRA by:

- enlivening the vision and mission of CRA
- coordinating and implementing initiatives of the Council
- assisting in identifying priorities for the Council's attention
- assisting to develop strategic opportunities and responses to issues, media or projects

**Relationship Management:** Support the National Executive Director in providing services which extend the profile and influence of CRA through building relationships with other Church and civic bodies. Tasks involved will include but are not limited to:

- being available for general CRA enquiries and networks with members in relation to common interests
- developing lines of communication and fostering CRA's relationships with Bishops and relevant Church bodies

*Stewardship,  
Engagement and  
Communications  
Management*

Collaborate with the National Executive Director in stewarding the mission of CRA through establishing systems that support effective engagement and communication management with a range of internal and external stakeholders by:

- ensuring operational excellence
- developing and implementing engagement and communication strategies designed to maximise the public profile of CRA
- continue to develop the stewardship of the mission of CRA through identifying process improvements in relation to delivering member benefits
- ensuring regular communication to members, through print, digital and other media, which furthers the projects and interests of CRA
- overseeing CRA's regular publications: Annual Report; Pathways; Bulletin; Just Now; and any other new publications which emerge
- preparing a media strategy including direct media liaison and being the first point of contact for media enquiries, prior to the NED
- evaluating and reporting on the success of specific engagement and communication initiatives
- ensuring consistency of CRA branding and messaging across all printed and digital materials, including publications, resources and website.

*Information  
Management:*

Take responsibility for:

- ensuring the monitoring and management of CRA's website including publishing content to public site and members'-only portal
- ensuring the management of protocols and databases (including distribution lists)
- coordinating the management of social media
- ensuring currency of the content for articles and video material for the website and YouTube channel

*Events Management:*

In liaison with the NED:

- coordinate the CRA National Assembly, professional development events and formation opportunities which are significant to member engagement
- ensure systems for event management
- coordinate the on preparation and implementation of the annual budget of the areas for which the DSE is responsible and ensure such financial areas are dealt with appropriately.

*Membership  
Engagement:*

- Assist the National Executive Director in undertaking the tasks associated with servicing the CRA membership by:
  - developing relationships and facilitating networking with Area Networking Groups of CRA throughout Australia
  - enhancing relationships with Catholic entities which promote ministries that Religious Institutes have traditionally provided to the broader community
  - being responsive to the emerging needs of members
- Promote members' ministries of leadership
- Assist the National Executive Director to coordinate the combined efforts of the CRA membership which strive to achieve more fully the purpose of each institute while respecting the autonomy, nature and spirit of each. networking with Religious Institutes in relation to issues of common interest

**Key Relationships:**

- National Executive Director
- President, Council, Committees, groups and members of CRA
- CRA Staff and contractors
- Religious institutes and Bishops/dioceses
- Catholic agencies

**Associated  
Relationships:**

- Government and other agencies
- Catholic and other communications bodies
- Members of the public
- Communications personnel in Religious Institutes and Dioceses

**Qualifications, Key  
Skills & Attributes:**

- Tertiary qualification or significant experience in stewardship or engagement or communications.
- Understanding of governance, including governance in the Catholic Church.
- Demonstrated commitment to the mission and values of the Catholic Church.
- Experience in translating strategy into successful operational outcomes.
- High-level communication skills and experience in communications.
- Capacity to deal with complex and multifaceted issues and projects.
- Capacity to build networks across internal and external stakeholders.
- Initiative and creativity to work with and understand the changing needs of Religious Institutes.
- Experience in successfully managing staff.
- Discretion, sensitivity and understanding of the requirements of confidentiality
- Excellent interpersonal skills, positive assertiveness, observation and

judgement

- Ability to work collaboratively and consultatively across a wide spectrum of stakeholders
- Excellent organisational skills and the ability to prioritise
- Competency in event management
- A personal sense of warmth and welcome
- Demonstrated commitment to service and a willingness to be accountable for performance

**Performance Measures:**

The performance of the DSE will be assessed having regard to:

- Successful outcomes of the major responsibilities of the role
- Achievement of the agreed objectives of any work plans
- Service levels and the level of satisfaction expressed by key stakeholders in respect of the individual performance of the DSE and the collective performance of CRA

***CRA is committed to safeguarding children and adults at risk and has a zero-tolerance policy to abuse.***