

Partnership & Community Coordinator

Position Overview

Shtiebel is built on a clear idea: belonging comes before obligation. People connect first. From there, participation and contribution follow.

The Partnership & Community Coordinator is responsible for building and maintaining those connections.

This is a six-month role (0.4 FTE), with potential to extend. The focus is relational: engaging participants, strengthening connections, and supporting the move from participation to partnership.

Key Responsibilities

1. Partnerships & Community Engagement

- Build and maintain relationships across the Shtiebel community
- Develop a clear understanding of participants: what brought them to Shtiebel, what they are looking for, and how we can better serve them
- Conduct 10-15 direct conversations each week (calls, messages, in-person, or online)
- Engage through communication channels (calls, SMS, email, in-person, social media)
- Conduct targeted outreach with key stakeholders and active participants
- Identify and connect affinity groups within the community
- Create opportunities to bring affinity groups together
- Identify opportunities for new programs, activities, and educational offerings based on community needs
- Maintain consistent follow-up and track engagement
- Support pathways from participant to partner

2. Volunteer Coordination & Participation

- Expand participation in existing volunteer opportunities (Balabos / Shabbat Hosts, Community Garden, Street Pantry, Bottle Recycle Program, Mowers and Growers)
- Identify and engage individuals who are willing to contribute time to the community
- Match volunteers to roles based on availability and interest
- Create and maintain clear, sustainable rosters across all volunteer areas
- Ensure rosters allow for both regular commitment and flexible participation
- Maintain clear communication and follow-up with volunteers
- Identify and develop additional volunteer opportunities as community needs emerge



3. CRM & Community Care (Infoodle / Jahrzeit)

- Maintain and actively develop the CRM
- Deepen understanding of each contact: full names, family connections, relationships, and key personal details, key milestones
- Track key milestones (birthdays, anniversaries, jahrzeits, and other life events)
- Build a clear picture of the community: who the people are, how they are connected, and their level of engagement
- Use CRM data to support meaningful engagement and follow-up
- Generate lists to support services, communications, and outreach
- Coordinate timely acknowledgement of milestones
- Send invitation and prompts (email, SMS, calls), with scope for personalisation to celebrate and remember with community
- Ensure continuity of care through consistent tracking and follow-up

4. Communications

- Support Shtiebel's digital communications across platforms
- Share community stories and experiences in a clear and consistent way
- Promote programs and events within the community and beyond where appropriate
- Identify opportunities to extend reach beyond the existing community
- Capture and produce simple content (photos, short videos, written reflections)
- Develop content that supports overall communication and marketing
- Coordinate the weekly email
- Coordinate targeted communications to affinity groups
- Coordinate website updates to ensure content is current, accurate, and aligned
- Coordinate basic SEO and content alignment
- Ensure communications are consistent in tone, clear, and aligned across platforms

Ways of Working

- Relationship-first approach: proactive outreach, consistent follow-up, and attention to detail
- Be present where it matters: prioritise key programs, events, and moments of connection
- Work in a structured and organised way: keep records clear, accurate, and usable
- Use systems (CRM, comms tools) to support relationships, not replace them
- Communicate clearly and consistently across all channels
- Take initiative while staying aligned with Shtiebel's tone and approach

Hours & Structure

- 0.4 FTE (approx. 15 hours per week)
- Flexible hours across weekdays
- Occasional evening and weekend work where strategically beneficial
- The role is primarily based at Shtiebel during working hours, where practical
- Attend key programs, events, and moments of community life as required
- Be available for additional (paid) hours during the High Holy Days to support an expanded program, increased community engagement, and a heightened need for presence

Measures of Success (KPIs)

Partnerships & Community Engagement

- 12–15 documented conversations per week, with 75% of new participants contacted within 5 working days.

Volunteer Coordination & Participation

- Active rosters in place for all core programs, with a 25% increase in active volunteers over 6 months

CRM & Community Care

- 80% of active contacts have complete core profiles (name, contact details, family connections, key dates)
- 100% of yahrzeit and key milestone acknowledgements sent on time

Communications

- Weekly email delivered consistently (95%+ on-time rate)
- Minimum 2–3 quality posts per week across platforms

We're Looking For

- Strong interpersonal skills
- Organised and reliable
- Comfortable managing systems and data
- Clear communicator (written and verbal)
- Confident using digital tools
- Able to work independently

Nice to have:

- Experience in community, education, or customer engagement

How To Apply

Apply via: www.shtiebel.org.au/wearehiring