



MISSION STATEMENT

To challenge, partner and equip the Church
to release children from spiritual,
economic, social, physical and emotional
poverty in Jesus' name.

STATEMENT OF FAITH

1. **WE BELIEVE** the Bible is the inspired, the only infallible, authoritative Word of God.
2. **WE BELIEVE** there is one God, eternally existent in three persons: Father, Son and Holy Spirit.
3. **WE BELIEVE** in the deity of our Lord Jesus Christ, in His Virgin birth, in His sinless life, in His miracles, in His shed blood for the remission of sins, in resurrection, in His ascension to the right hand of the Father and in His personal return in power and glory.
4. **WE BELIEVE** salvation is found only through Jesus Christ and requires individuals to acknowledge their sin, accept His forgiveness and repent.
5. **WE BELIEVE** that for the salvation of lost and sinful man, regeneration by the Holy Spirit is absolutely essential.
6. **WE BELIEVE** in the present ministry of the Holy Spirit, by whose indwelling the Christian is enabled to live a godly life.
7. **WE BELIEVE** in the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto eternal separation from God.
8. **WE BELIEVE** in the spiritual unity of believers in the Lord Jesus Christ.
9. **WE BELIEVE** Jesus established the Church to carry out ministry on earth.

STATEMENT OF PHILOSOPHY

- **WE BELIEVE** every child is a unique creation of God. We accept the command of Jesus when He said, "Suffer the little children to come unto me and forbid them not; for of such is the Kingdom of God." (Mark 10:14)

- **WE BELIEVE** every child is a child of promise and that each has a right to discover and develop his or her God-given potential. Millions of children living in developing countries, however, are too hungry and malnourished, too diseased and poverty-stricken to develop as God intended. Since we also believe children are the world's most valuable resource, we purpose to help them reach their God-given potential.
- **WE BELIEVE** that the well-being of a child, present and future, is conditioned by his or her surroundings. If, therefore, we can improve his or her surroundings, we can improve the well-being of the child. For example, the well-being of a child is affected by conditions in his or her family; the well-being of a family is affected by conditions in the church and community; the well-being of a community is affected by characteristics of the larger society or country and its government. **COMPASSION AUSTRALIA** believes that as we minister to the families, churches and communities, we will enhance the development of children into productive, Christian adults.
- **WE BELIEVE** in ministering to the whole person. People are neither "soul-less stomachs" nor "stomach-less souls". We recognise that "man cannot live by bread alone". As Jesus taught, "life is more than food and the body more than clothing". We understand, therefore, that "fullness of life" and fulfilment in life can be found only through a personal faith and trust in Jesus Christ. We also believe that if we are to follow the teaching and example of the Lord Jesus Christ, we must share His compassion and concern to "feed the hungry, clothe the naked, house the homeless and heal the sick". We are, therefore, committed to ministering to people's physical, material, mental and emotional requirements, as well as their spiritual needs.

STATEMENT OF INTENT

Neither "Soul-less Stomachs" nor "Stomach-less Souls"

1. The participating Child Development organisations within the "Compassion Family" recognise that "man cannot live by bread alone". As Jesus taught, "life is more than food and the body more than clothing". We understand, therefore, that "fullness of life" and "fulfilment of life" can only be found through a personal faith and trust in Jesus Christ.
2. We also believe that if we are to follow the teaching and example of our Lord Jesus Christ, we must share His compassion and concern to "feed the hungry, clothe the naked, house the homeless and heal the sick". We are, therefore, committed to ministering to people's physical, material, mental and emotional requirements as well as their spiritual needs.
3. As members of our respective National Evangelical Alliances and Fellowships, we readily endorse the Statement of Faith of the World Evangelical Fellowship to which each National organisation is related.
4. In order to ensure that our philosophy is applied in relevant terms to each of our constituent departments, only programs and personnel that share these convictions are eligible for our support. The supervision of projects supported by our organisations will, therefore, always be in the hands of those who want to introduce the people they serve to the forgiveness of sins and fullness of life, which comes only through faith in the Lord Jesus Christ.

THE COMPASSION AUSTRALIA COMMITMENT

Compassion has been involved in helping children in poverty for over 30 years. From this experience and our dedication to conduct this ministry in a manner that glorifies God, we make the following commitments to our child sponsors:

WE COMMIT TO HONOUR JESUS CHRIST IN ALL THAT WE DO.

Compassion is unapologetically a distinctly Christian organisation. Our programs are Christian, our staff are Christian and our ethics are Christian.

WE COMMIT TO WORK IN PARTNERSHIP WITH THE LOCAL CHURCH.

Compassion's ministry strengthens the local church through a partnership that reaches out to children and their families in their local communities. The church is the God-given institution meant to be salt and light in a hurting world. Enabling the church to minister holistically to children and their families is at the heart of Compassion's strategy.

WE COMMIT THAT OUR SPONSORSHIP PROGRAMS DIRECTLY IMPACT CHILDREN'S INDIVIDUAL DEVELOPMENT.

Poverty is about a lack of opportunity. Our child development programs provide developmental opportunities for the individual children enrolled in the program. We have seen that changed circumstances do not necessarily change people's lives, but changed people inevitably change their circumstances.

WE COMMIT TO THE HOLISTIC DEVELOPMENT OF CHILDREN IN POVERTY—DEVELOPING THEIR MINDS, BODIES AND SPIRITS.

All of our child development programs provide opportunities that encourage healthy development in four areas—spiritual, physical, social and economic. Jesus cared for people in all aspects of their being and He is our model.

WE COMMIT TO GIVE EVERY CHILD IN OUR PROGRAM A CHANCE TO RESPOND TO THE GOSPEL.

Poverty sends a defeating, painful message into the heart of a child—a message that says, "I don't matter". Introducing children to their loving Heavenly Father is the most powerful way of reversing this message. Every child who participates in a Compassion program is given the opportunity to learn about Jesus and discover how to develop a life-long relationship with God.

WE COMMIT THAT THE CHILD YOU SPONSOR WILL HAVE ONLY ONE INDIVIDUAL SPONSOR: YOU.

Each Compassion sponsored child has only one sponsor. We encourage sponsors to develop a meaningful relationship of encouragement with the child they sponsor. In this effort, they join with parents, extended family, the local church and Compassion staff in being champions for that child.

WE COMMIT TO EDUCATE AND CHALLENGE OUR SPONSORS ABOUT ISSUES OF POVERTY AND DEVELOPMENT.

We will help our sponsors understand the deeper issues of poverty and the issues that sponsored children face in their own contexts. We will challenge sponsors to greater involvement on behalf of children.

WE COMMIT TO BEING FINANCIALLY ACCOUNTABLE TO YOU.

We take our role as stewards of your resources very seriously. We regularly perform audits to ensure that our programs are being well managed and that funds are being properly disbursed and applied. We are audited annually by an independent auditing firm (KPMG).

WE COMMIT TO USE MONEY ONLY FOR THE PURPOSE FOR WHICH IT WAS RAISED.

The marketing of child sponsorship programs implies that the funds will be used for the development of those children. We do not use funds raised for individual child development to do broader community development work.

WE COMMIT TO THE HIGHEST STANDARDS FOR THE USE OF FUNDS.

Our standard is to apply a minimum of 76 per cent of contributions to program activities. We will keep our administrative and fund-raising costs as low as possible, balancing this with the need for quality and integrity throughout the ministry.

MINISTRY PRINCIPLES

These principles will guide our practice in fulfilling Compassion's mission of holistic, Christian child development.

Christ-Centred Culture

We are committed to a corporate culture, which depends on Christ for vision, wisdom and direction.

Global Perspective

We believe that God is working around the world and has gifted believers everywhere to serve in child development. We will, therefore, be a global organisation in our governance, funding, programs and staffing, behaving with sensitivity in cross-cultural issues.

Church Partnership

The Church is the vehicle God has ordained to carry out His ministry on earth. Compassion is committed to work in partnership with the local Body of Christ in developing resources, equipping for ministry and mobilising for effective service.

Challenging the worldwide Church

We acknowledge that there are many children whose needs are beyond the resources of Compassion. As child advocates, therefore, we will encourage, educate and challenge others to increase and improve their ministry to children.

Support Partners

We seek to motivate support partners to become increasingly active on behalf of children. Recognising that their value extends far beyond their financial contributions, we will encourage support partners to prayerfully engage in an active developmental role with children. We will treat all support partners with integrity and respect.

Integrity

Compassion sets high standards of integrity and excellence in all we do, seeking to continually improve quality and service. We seek to be open and transparent in all our activities.

Dignity of the Poor

Compassion believes in the dignity of all people, regardless of their socio-economic status. We express respect by learning from all, realising that the poor have significant value, knowledge and wisdom relevant to our ministry.

Staff Development

Compassion places great value on its staff members worldwide as they diligently commit their gifts and lives to the ministry. We will work with them to develop their gifts and abilities, which will contribute to the effectiveness of the ministry now and in the future. We are committed to being a proactive, learning organisation.

Economic Health

We are committed to consistent, controlled growth, resulting in greater long-term impact on more children and a healthy corporate economic environment. We will operate within the resources God provides.

Role of the Family

Compassion recognises and respects the great impact that the family has on the life of the child. We, therefore, encourage and support the role of the family in each child's development.

POSITION DESCRIPTION

Job Title: Supporter Relationship Specialist (SEC)

Location: Compassion Australia, Warabrook, NSW

Responsible to: Supporter Engagement Centre Manager

Broad Description: In response to God's calling and in the power of the Holy Spirit, the Supporter Relationship Specialist will, as part of a team, contribute to the establishment and maintenance of meaningful relationships between sponsor and child and sponsor and Compassion Australia through the timely and efficient completion of tasks and dealing sensitively with sponsor communications.

Key Relationships: Internal: Supporter Experience, Supporter Services, Supporters and Donors.

External: International Sponsorship Services Staff (GMC, Colorado Springs).

Duties and Responsibilities:

- Give priority to personal devotions, Bible study, prayer and involvement in a local church fellowship.
- Participate in morning small group devotions, Wednesday staff devotions and use gifts in ongoing body ministry to staff, supporters, project partners and sponsored children and their families.
- To use God given gifts and abilities to serve the Ministry in accordance with Compassion's core values.
- Providing first point of contact for answering Supporter enquiries via phone and CRM in accordance to agreed standards.
- Make specialist outbound calls to Supporters including campaigns, anniversary calls and chase up requests to Supporters.
- Utilise and update technology including Web and CRM console consistently to target quick wins and reduce telephone enquiries.
- To work closely with the Creative Services team and Supporter Experience representative on all communication regarding the distribution of mail outs, campaigns and events to provide excellent customer service to existing and prospective Supporters.
- Maintain CRM console including updates and creation of frequently answered questions.
- Answering all incoming e-mails from Supporters on a daily basis using the CRM console frequently answered questions.
- Collect information given by Supporters in accordance with Compassions Privacy Policy and ensure the protection of personal details entered into Compass system.

PERSON SPECIFICATION

Job Title: Supporter Relationship Specialist (SEC)

Location: Compassion Australia, Warabrook, NSW

Responsible to: Supporter Engagement Centre Manager

ESSENTIAL CRITERIA

Education:

- School Certificate or equivalent

Experience *preferred not essential:*

- Experience in a customer service call centre
- Customer Relations Management (CRM) experience
- Keyboard skills and computer literacy

Abilities:

- Flexible to work within 8:30am to 6:00pm on a rotating roster
- Demonstrated ability to prioritise workloads
- Analytical and problem solving abilities
- Excellent oral and written communication skills
- Advanced people skills with a genuine concern for our supporters
- Strong desire to serve our supporters with excellence
- Ability to work on multiple tasks concurrently
- Ability to make quick, yet well considered decisions within guidelines of policies and procedures
- Proficient in all MS Office 2003 applications
- Ability to pay attention to detail and maintain accuracy in process type tasks
- Ability to work as part of a team
- Ability to see "the big picture" regarding the work of Compassion
- Typing with accuracy (minimum speed of 30wpm)

Other:

- Sensitivity in dealing with various situations/emotional issues raised by supporters.
- Interest in and commitment to Christian ministry and mission
- Willingness to acquire a broad knowledge of Compassion's program and administrative procedures
- Commitment to serve Compassion's children, supporters and donors
- Outgoing personality

DESIRABLE CRITERIA:

Education:

- Higher School Certificate or equivalent
- Qualification in office administration

Abilities:

- Able to learn new tasks quickly
- Ability to communicate effectively on the telephone
- Ability to think through issues
- Teachable

Other:

Commitment to excellence in the completion of tasks