



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

Position Title: **Workflow Coordinator**

Location: **Compassion Australia, Newcastle Office, Warabrook NSW**

Responsible To: **Creative Director**

Broad Description:

- In response to God's calling and in the power of the Holy Spirit, the Workflow Coordinator is responsible for managing the day to day workflow activities of the Marketing Team - Compassion's in-house supplier of graphic design and video production. Assistance is also given to the web services specialist.
- The Workflow Coordinator is the 'key contact' between the Marketing Team and all internal clients. The key roles include coordinating all jobs through to successful completion to meet client expectation, closely monitoring budgets and timelines, tracking the work order process, prioritising and scheduling project tasks and activities, determining project flow and developing and maintaining corporate standards in line with Compassion's global branding specifications.
- The Marketing Team serves only in-house clients but uses many external suppliers to produce a broad range of products for these internal clients. The Creative Services Team assists in; the development of creative concepts, planning, account management, print and production management and general support of Compassion's in-house clients in the areas of branding, graphic design and video production.

Key Relationships:

Marketing Director, Creative Director, Graphic Designers, the Video Production Specialist and Marketing Assistant.

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 ministry to staff, supporters, project partners and sponsored children and their families.
- Provide account management support to the Creative Director in the receiving of all work orders, job tasks and creative briefs from clients.
- Once a creative brief (including deadline) has been agreed upon, ensure the Marketing Team provides branding and design input, feedback and approval for all new projects.
- Liaise with the Supporter Communications Team, contracting them to write, edit and proof-read (QC) all relevant marketing material.
- Identify specific job tasks, prioritise project activities and determine project flow and timelines to ensure that all projects are completed by the agreed deadline.
- Evaluate the client's brief based on their budget, deadline and quality required, and, in conjunction with the Creative Director, decide whether to perform the work in-house or outsource to external service providers.
- Manage the workload of the Marketing Team production staff by writing, reviewing and distributing detailed project schedules to ensure smooth workflow and the meeting of deadlines.

- Determine job types, assign projects and resource staff, overseeing quality control and coordinating release of projects as needed.
- Procure quotes, products and services, as required for any given project, raising the necessary purchase orders through the appropriate channels.
- Ensure all stakeholders are consulted at every stage during the workflow process, by calling and coordinating meetings when necessary. Coordinate the delivery of drafts/proofs, as well as any changes to be made, by using the electronic PDF REVIEW system, receiving approval and final sign off at all times.
- Implement and manage the existing computer-based job task management system “Workflow MAX”, to manage the every aspect of the work schedule and provide a pro-active job status reporting system (visibility) to the client, providing training and logins.
- Hold weekly ‘work in progress’ meetings with the Marketing Team, and other stakeholders as necessary.
- Ensure that deadlines are met, budgets are monitored and technical excellence is achieved ensuring that Compassion's brand is reflected in each creative product in line with Compassion’s global branding specifications.
- Monitor the balance of in-house versus externally contracted work to maximise the productivity of in-house Marketing Team production staff.
- In conjunction with the Creative Director, coordinate ‘work overflow’ by the hiring of external design firms and AV production companies.
- Manage the systems of the Marketing Team, oversee information, file and asset archiving and cost management.
- Develop, maintain and enable standards, processes, protocols and policies consistent with Compassion’s interests.
- As necessary, raise and track work orders for the creation of new or revised collateral.
- Develop and maintain the Marketing Team work order management process.
- Fulfil all administrative functions as required.
- Act as a de-facto authorisation representative for the invoices relating to the Marketing budget.
- Manage some smaller work requests such as DVD duplication, binding, laminating and guillotining.
- Pick up printing or other relevant work when necessary from local suppliers.
- Manage the day to day relationship with key suppliers and the delivery of print jobs and stationery between printers, the Newcastle office and (where required), mail houses etc.
- Arrange for the archive and distribution of new collateral to Partner and Field Countries, including receiving, disseminating and archiving incoming samples from other Partner Countries.

PERSON SPECIFICATION

Position Title: Workflow Coordinator
Location: Compassion Australia, Newcastle Office, Warabrook NSW
Responsible To: Creative Director

Experience:

- Experience managing workflow/workload in a creative services environment – either in-house or in an advertising, media production or a graphic design agency.
- Demonstrable experience in print production and graphic design.
- Demonstrable experience or understanding of video, audio, web/multi-media, marketing and print production.
- Experience in managing quality relationships with clients and vendors/suppliers.
- High level experience managing multiple job schedules and tasks via a workflow tracking system.

Abilities/skills:

- A very detail oriented, meticulous, highly efficient and proactive personality, with a love for organising people and projects.
- A passion to achieve goals within specified deadlines, budgets and expectations.
- Excellent understanding of print production processes and design concepts etc.
- Ability to stay calm under pressure during times of heavy workloads.
- Excellent communication and relationship-building skills.
- Mature, confident and assertive personality, with high level negotiation and multi-tasking skills.
- Sound understanding and application of the English language.
- Ability to balance competing work requests with the ability to evaluate and prioritise requests.
- Ability to set and manage expectations.
- A negotiator, with the ability to manage and balance customer requirements alongside operational constraints.
- Highly relational with superior customer service skills.
- Superior eye for detail.
- Strong administrative skills.
- A high level of competency in Microsoft applications (Word, Excel, Outlook, Explorer and PowerPoint).

Other:

- A servant heart with a desire to serve in the ministry of Compassion.
- Active Christian faith demonstrated in local church involvement.
- Strong desire to see children released from poverty.
- Prepared to undergo Criminal History checks for child protection purposes.
- Personal and professional integrity.