

POSITION DESCRIPTION

Position:	Marketing and Communications Coordinator
Reports To:	Chief Executive Officer
Direct Reports:	None
Status:	Part-time (FTE 0.6)
Location:	East Melbourne/Hybrid
Grade:	SCHADS 5.1 + super + salary packaging + additional weeks leave + annual leave loading 17.5%

ORGANISATION BACKGROUND

inTouch Multicultural Centre Against Family Violence (inTouch) provides person-centered, integrated and culturally responsive family violence services to people from migrant and refugee communities across Victoria. We have assisted over 30,000 women and children experiencing family violence throughout our 40+ years of operation, providing a holistic service that centers the experiences of victim-survivors in everything we do.

inTouch works across the family violence continuum, providing culturally informed early intervention, case management, perpetrator programs, legal advice, crisis recovery and enhanced capacity-building across the sector and community. We are proud to provide high-level leadership and guidance to all levels of government with our evidence-based, victim-survivor informed advocacy and policy work.

Our services include:

- An accredited community legal centre working at the intersection of Family Law and Migration Law
- Learning and development programs for family violence providers and multicultural organisations to build their knowledge and skills when supporting women from refugee and migrant communities
- Case management that encompasses a first-hand understanding of the migration journey and unique cultural barriers women may face when seeking assistance
- Post-recovery initiatives for victim-survivors, focusing on economic independence, social and family connection and emotional wellbeing
- Prevention projects and resource development for migrant and refugee communities
- Programs focusing on trauma and culturally informed perpetrator intervention.

We are a unique and vital service, with specialist expertise working with people of migrant and refugee backgrounds. This is reflected in our workforce, which is comprised primarily of people who are migrants and refugees themselves – the inTouch team is from over 20 different countries and communities globally.

You can view inTouch's 2026-2029 Strategic Plan [here](#).

POSITION SUMMARY

The Marketing and Communications Coordinator collaborates with team members, stakeholders, and third-party providers, in partnership with an external communications agency, to develop and implement marketing and communication strategies and campaigns. The position requires managing multiple priorities while remaining agile and responsive to change.

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KEY RELATIONSHIPS

Internal Maintain strong, collaborative relationships with all inTouch staff, including leadership, inTouch Board, NOOR Survivor-Advocates, students and volunteers to support cohesive team dynamics and effective, client-centered, program execution.

External Cultivate and sustain positive relationships with a broad network of stakeholders, including inTouch clients, specialist family violence services, refugee, migrant, and multicultural community organisations, government agencies, academic institutions, and funding partners.

POSITION ACCOUNTABILITIES

- Contribute to the development and implementation of marketing and communications strategies, in collaboration with the external communications agency, ensuring alignment with inTouch's strategic plan, purpose and values.
- Support the Chief Executive Officer and the organisation in implementing a range of communications and marketing initiatives.
- Produce and post engaging content across various platforms, including social media channels, newsletters, press releases, and inTouch's website.
- Collaborate with internal teams, external partners and the external communications agency to ensure cohesive messaging and branding.
- Help coordinate events, campaigns, and community outreach initiatives to raise awareness of family violence issues and promote inTouch's services.
- Monitor and report on the effectiveness of marketing campaigns and communication efforts, providing insights and recommendations for improvement.
- Assist in the development of promotional materials and other communication tools that effectively communicate inTouch's message to various stakeholders.
- Monitor and respond to the communications inbox.
- Marketing administration support as required.

PEOPLE MANAGEMENT

NA

DELEGATION OF AUTHORITY

The incumbent must operate at all times within inTouch's Delegation of Authority and ensure that all decisions and actions align with the responsibilities outlined in the current schedule.

KEY SELECTION CRITERIA

Essential

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- Bachelor's degree in Marketing, Communications, Public Relations, Journalism/ Media or a related field.
- Strong written and verbal communication skills with attention to detail.
- Proficiency in digital marketing, including social media management and content creation.
- Familiarity with analytics tools to track and measure campaign performance is a plus.

Desirable

- Demonstrated interest in social issues, particularly in family violence.

Personal Attributes

- Ability to work collaboratively in a team-oriented environment while also managing individual tasks and deadlines.
- Creative thinker with a proactive attitude and a passion for making a positive impact.

SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conduct work outside normal business hours.
- Must be physically capable to carry out administrative duties, including extended periods of computer use.

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and relevant inTouch policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.
- inTouch has a smoke-free workplace policy.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in day-to-day work in order to meet the organisation's audit, contract and registration obligations.
- Proactively apply specialist knowledge in the review and maintenance of inTouch policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Enterprise Agreement and is negotiable depending on experience.
- The position will attract five (5) weeks annual leave per annum, pro rata for part-time appointments.
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy.
- Superannuation Scheme is available through HESTA; the provisions of the Superannuation Guarantee (Administration) Act 1992 apply.

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- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 referees, a national criminal records check, working with children check, proof of identify and qualifications.
- Signing a Confidentiality Agreement is a personnel requirement of inTouch.
- The successful applicant will initially be engaged for a probationary period of six months.
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition.

PRIVACY NOTIFICATION

The collection and handling of applicants' and the successful appointee's personal information will be consistent with the requirements of the Information Privacy Act 2000.

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