

Position description

Position Title:	Recovery Support Officer
Team:	Engagement
Reports To:	State Manager
Direct Reports:	Nil
Position Type:	Casual
Required Hours:	Up to 38 hours per week (1.0 FTE)
Location:	GIVIT Head Office or Remote (WFH)
SCHADS Pay Level:	Level 3
Effective Date:	7 April 2025

Position summary

The Recovery Support Officer plays a vital role in connecting the generosity of everyday Australians with the real needs of individuals and communities impacted by disaster or hardship. Working across Queensland in areas of greatest need, this role supports councils, charities, community services, and recovery agencies to effectively access and utilise the GIVIT platform to request essential items and services.

Through strong local engagement, training, and practical assistance, the Recovery Support Officer will build the capability and confidence of frontline workers and organisations. They will identify and onboard eligible support services, provide hands-on guidance, and help channel donations to where they're needed most — fast and efficiently.

This role is also instrumental in supporting local logistics and recovery coordination, sharing community stories to generate public and corporate support, and strengthening disaster recovery partnerships across sectors. The Recovery Support Officer is a flexible, proactive team member working to ensure every donation meets a genuine need.

Key responsibilities

Function	Task
Engage, Recruit and Build Stakeholder Relationships	<ul style="list-style-type: none"> Establish, build, and maintain positive relationships with existing partner community organisations Research and engage new community partner organisations supporting people in need, i.e. local councils, charities, community groups etc Promote the benefits of the GIVIT platform and encourage the use of the GIVIT platform amongst the charity/ community service sector to meet the needs of people experiencing hardship Identify opportunities for collaboration with external stakeholders, including partner community organisations, donors and, governments and feed this information to the relevant functional team.

<p>Donation Management Platform</p>	<ul style="list-style-type: none"> • Remain current in all donation management platform functionality, to be able to effectively provide full end to end training to any platform users (online or in person), provide technical support and answer all donation inquiries. • Provide donation management administration support to ensure the efficient service delivery to all GIVIT stakeholders, this may include portal training, making and processing offers, routine operational tasks and database maintenance • Assist with the coordination of corporate stock – liaising with organisations to ensure efficient and timely allocation.
<p>Raise the GIVIT profile</p>	<ul style="list-style-type: none"> • Build GIVIT’s reputation and relationships across all stakeholder groups ensuring the brand is protected and enhanced, during emergency recovery and at all other times. • Work with GIVIT’s marketing and communication team to raise awareness of GIVIT, its programs and specific donation needs • Collect content for social media team (i.e. photos, videos, testimonials) • Represent GIVIT in a variety of settings, including on radio, public forums, and conferences as required
<p>Workplace Culture & Safety</p>	<ul style="list-style-type: none"> • Role models solid performance and integrity • Actively participate in GIVIT meetings and communications • Follow GIVIT policies and procedures with pride • Review relevant safety information regularly to stay informed • Listen to team members about potential hazards • Involve yourself in safety meetings or be proactive in the workplace • Report any unsafe behaviour or hazards as soon as possible • Take care of your mind and body

Skills & knowledge

Qualifications, Experience and Technical

- Competent application of technology, Microsoft 365 and Sharepoint, OneDrive, Outlook, Teams and apps.
- Experience in community engagement, community development or the social services sector more broadly is desirable, however training is provided.

Personal

- Personal alignment with GIVIT’s Purpose, Mission, Vision, and Values.
- Ethically motivated professional who acts with integrity.

- Proven interpersonal skills with the ability to collaborate effectively and develop good working relationships with both internal and external stakeholders.
- Excellent communication, both verbal and written
- Excellent personal work ethic with a thorough understanding of confidentiality and privacy.
- Positive outlook, use initiative to achieve results, and commitment to continuous improvement.
- Proven attention to detail and time management skills.
- Flexibility to adapt to different tasks and undertake other responsibilities or activities as necessary to achieve GIVIT's objectives.
- A clear police history check
- Drivers Licence

When you join the GIVIT team you become part of the GIVIT Community. We look for people who value kindness and empathy; act with integrity and respect as well as support all without judgement, discrimination or bias. If you are looking for a workplace that values your life experiences, passion and desire to make a real difference locally and across Australia, then you belong in the GIVIT Community.