

Job Title: Community Engagement Officer

Location: Melbourne

Job Type: Part-time employment

About Us:

At Al-Ayn, we are dedicated to providing orphaned children living in poverty with the resources and opportunities needed to overcome their challenging circumstances. We believe that when a child realises their potential, it not only transforms their future but also positively impacts their families, communities, and society as a whole. Our mission is driven by our core values of transparency, dignity and empowerment.

Job Overview:

The Community Engagement Officer within Al-Ayn Australia (Melbourne Office) plays a crucial role in ensuring the smooth and efficient operation of the communications team and supporting the Charity's mission. He/she is a key member of the Communications team, responsible for serving as a bridge between the charity and different communities. This role focuses on building trust, increasing awareness of Al-Ayn's mission, fostering long term engagement, and encouraging community participation including cultivating future donors and supporters. This position involves a combination of culturally sensitive outreach strategies, organising community events, and supporting fundraising initiatives targeted toward different communities. These skills will ensure the smooth functioning and growth of the Melbourne Office.

If you have strong organisational and communication skills and are passionate about our mission, we like to meet you. The key responsibilities will be as follows:

1. Community Engagement & Relationship-Building

- Develop strong, trusting relationships with Afghan, Pakistani and other community members, leaders, organisations, and cultural groups.
- Represent the charity at community events, gatherings, and meetings.
- Host small-group sessions, workshops, or outreach activities to introduce the charity's mission and services.
- Serve as a cultural advisor to ensure organisational activities are respectful, relevant, and inclusive.

2. Donor & Supporter Development

- Identify opportunities to engage Afghan, Pakistani and other community members as donors, volunteers, and ambassadors.
- Support fundraising campaigns tailored to Afghan, Pakistani and other communities, ensuring messaging is appropriate and effective.
- Provide insights on community needs, motivations, and giving patterns to help shape fundraising strategies.

3. Program Support & Communication

- Translate materials (if applicable) or assist in creating culturally appropriate communication assets.
- Collect community feedback and relay concerns, ideas, and opportunities to charity leadership.

- Collaborate with programme teams to promote services and increase participation within the community.

4. Events & Outreach

- Plan and coordinate culturally relevant events, gatherings, and initiatives.
- Attend external community functions, faith-based events, and cultural festivals to build visibility.
- Maintain a presence on community WhatsApp groups, social media channels, or cultural networks where appropriate.

5. Monitoring & Reporting

- Track community engagement metrics and donor outreach progress.
- Provide regular reports on engagement activities, challenges, and recommendations.

Skills, Experience & Attributes:

- Fluency in Urdu, Dari and/or Pashto, alongside strong English communication skills.
- Excellent interpersonal, communication, and relationship-building skills.
- Experience in community outreach, advocacy, public engagement, or similar roles.
- Strong organisational and event-coordination abilities.
- Confidence speaking with community members, leaders, and groups in both formal and informal settings.
- Technologically proficient.

Desirable:

- Knowledge of donor cultivation or community-based fundraising principles.
- Experience delivering presentations or community workshops.
- Ability to travel within the region and attend events outside standard working hours if needed.

Qualifications and Skills:

- Strong existing ties or lived experience within different communities.
- Fluency in Dari and/or Pashto, alongside strong English communication skills.
- Excellent interpersonal, communication, and relationship-building skills.
- Experience in community outreach, advocacy, public engagement, or similar roles.
- Strong organisational and event-coordination abilities.
- Confidence speaking with community members, leaders, and groups in both formal and informal settings.

Al-Ayn is an equal opportunity employer and encourage applications from all backgrounds. We value diversity and are committed to providing a workplace free from discrimination in accordance with Fair Work and anti-discrimination legislation.