Associate Director, Donor Relations  
Full Time, 15 months contract  
VGH & UBC Hospital Foundation

VGH & UBC Hospital Foundation partners with donors to significantly improve specialized health care and research in BC. Last year, our revenue was over $77 million last year for Vancouver General Hospital, UBC Hospital, GF Strong Rehab Centre, Vancouver Coastal Health Research Institute and Vancouver Community Services. Further information about the Foundation is available at www.vghfoundation.ca.

Position Summary

Reporting to the Senior Vice-President, Philanthropy and working collaboratively with the Major Gifts and Gift & Estate Planning teams, the Associate Director leads the Donor Relations team in developing and implementing the annual Donor Relations operating plan, providing creative input and leadership in the development of donor events and activities which help to build relationships with current and prospective donors and support the fundraising goals. The incumbent will also work closely with the Major Gifts team to ensure that all elements of the recognition, stewardship and accountability requirements for donors are achieved.

The Associate Director, Donor Relations manages the day-to-day operations and tactical implementation of the Donor Relations annual business plan, including staff management and development. On a day-to-day basis, he/she will be responsible for independently leading and coordinating the Donor Relations team’s efforts in developing cultivation, recognition and stewardship activities, planning logistics from start to finish within the allocated budget, and liaising with and supervising both internal and external staff and suppliers. This includes donor events, plaquing, naming opportunities, accountability reports and personalized stewardship activities. He/she will also ensure all activities requirements are achieved, providing timely, activity-related communications, managing activity volunteers for all donor-related events, and managing the post-event thank-you process for all donor-related initiatives.

She/he will also be responsible for providing event expertise to senior staff and proactively alerting management to issues and concerns, as well as taking a leadership role in recommending better, more effective ways to implement cultivation, stewardship and recognition activities.

Responsibilities

Key Responsibility Area: Donor Cultivation & Stewardship Events

- Takes the lead in planning and executing approximately 40+ donor cultivation, recognition and stewardship events per year in support of the Major Gifts, Gift & Estate Planning and Annual Programs.
- Manages all donor event logistics that meet the fundraising needs of the Foundation and appropriately recognizes and stewards major donors of the Foundation.
- Manages and provides on-site leadership at donor events.

Key Area of Responsibility: Internal and External Relationships

- Provides leadership in the area of gift acknowledgement and customer service, and ensure appropriate protocols and processes are in place to achieve customer service levels required to achieve the organizational goals.
- Builds and nurtures relationships with multiple external stakeholders and partners, including donors and suppliers and hospital staff and physicians.
- Develops a comprehensive knowledge of all major donors and works with fundraisers and other Donor Relations staff to understand the needs of donors in order to exceed their expectations.
- Works closely with the Major Gifts and Fundraising Teams in helping to nurture and build long-term relationships with donors with respect to donor cultivation strategies and activities which contribute/assist in securing new gifts.
Key Area of Responsibility: Donor Accountability
- Works closely with the Projects and Proposals team to ensure that donor accountability is provided in a timely, consistent and effective manner via reports and other means, and that it is incorporated into every donor event where appropriate.

Key Area of Responsibility: Team Lead
- Provides leadership to and manages the activities of the Donor Relations team.

Key Area of Responsibility: Administration
- Contributes to the development of the annual Donor Relations plan and budget process in a significant way.
- Accountable for tracking and meeting allocated event budgets.

Performs other duties as assigned. Such duties do not normally change the level of the job.

Qualifications and Experience
- Excellent customer service focus and quality management experience.
- Highly developed project management skills, with a minimum of 5 years’ experience successfully leading, planning, managing and promoting a variety of events and/or conferences, preferably in a not-for-profit environment.
- University degree or equivalent, ideally in arts, business, marketing or communications.
- Demonstrated ability to build effective relationships with stakeholders, preferably including donors.
- A deep understanding of the fundraising cycle and experience in donor relations and accountability a definite asset.
- Experience working with volunteers and volunteer committees/boards in a wide range of capacities.
- Experience building relationships with suppliers.
- Exemplary attention to detail, and strong project and time management skills to manage a variable and ever-changing workflow involving multiple simultaneous projects and priorities.
- Well-developed writing skills adaptable to different audiences, with a demonstrated ability to succinctly communicate useful and relevant information to internal and external constituents.
- Strong interpersonal skills and collaborative working style.
- Experience in supervising and leading staff.
- Strong abilities to problem solve and to take a calm and thoughtful approach to work.
- Ability to remain focused under pressure, particularly when faced with multiple demands.
- Proven ability to exercise diplomacy and good judgment.
- Computer skills: proficient in Word, Excel, Outlook, Publisher, and experience with Raiser's Edge or other donor database management systems.

This is a full-time, temporary position with competitive salary and benefits. Start date: Immediate.

TO APPLY

If you possess the qualifications and experience indicated, please email your resume and cover letter, with “Associate Director, Donor Relations” in the subject line, by Friday, February 3, 2017 to:

Corina Somerville (email: hr@vghfoundation.ca)
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