

VGH & UBC Hospital Foundation is Vancouver Coastal Health's primary philanthropic partner, raising funds for specialized adult health services and research for all British Columbians. We partner with donors to drive innovation and sustainable health care at VGH & UBC Hospital, GF Strong Rehab Centre, Vancouver Coastal Health Research Institute and Vancouver Community Health Services. Further information about the Foundation is available at [www.vghfoundation.ca](http://www.vghfoundation.ca).

The Donor Relations team within the Philanthropy Division is responsible for developing and driving the implementation of a comprehensive donor relations program spanning from cultivation to stewardship for all donor segments and key stakeholder groups to the Foundation. The strategic focus of the Donor Relations team is the provision of industry-leading cultivation and stewardship to help the fundraising team effectively move donors through the prospect pipeline. The Donor Relations team is both proactive and responsive to the cultivation and stewardship needs of both donors and prospects with the greatest potential.

Key responsibilities of the Donor Relations team in terms of cultivation include working closely with the fundraising team to plan, organize and execute cultivation events and other activities both for individual and Major Gift prospects groups. The Donor Relations team is also responsible for developing and overseeing the implementation of appropriate, meaningful and consistent recognition and stewardship, including donor accountability reports, plaquing and naming, and donor events. Additionally, the team provides leadership in the area of gift acknowledgement and customer service, and ensures appropriate protocols and processes are in place to achieve donor service levels required to meet organizational goals.

## **Position Summary**

Reporting to the Associate Director, Donor Relations, the incumbent participates in planning and leads the implementation of donor cultivation, stewardship, and recognition activities and events for each of the organization's donor segments. This individual assists with the implementation of the annual Donor Relations recognition plan, and provides input into the development of events, naming opportunities, and stewardship activities that build relationships with current and prospective donors and that support fundraising goals.

As an experienced events professional, this individual is a key member of the Donor Relations team. This position works on projects as part of a cross-functional team with members drawn from the Major Gifts, Marketing & Communications, Proposals & Projects, and Donor Relations departments. On a daily basis, he/she is responsible for developing cultivation, stewardship and recognition activities, and for planning logistics from start to finish. This includes donor events, recognition, naming, accountability reports and personalized stewardship activities.

The incumbent will work within the allocated budget, and liaise with both internal and external staff and suppliers to ensure all project requirements are met. The incumbent will also provide timely event/activity related communications, supervise event volunteers for all donor related events, and oversee the post-event thank you process for all donor related initiatives. In addition, he/she will take a key role in recommending better, more effective ways to implement cultivation, stewardship and recognition activities and events.

## **Qualifications and Experience**

- University graduation in a relevant discipline or an equivalent combination of education and experience.
- Minimum three years' experience planning, managing, and promoting a variety of events in a not-for-profit fundraising environment, or equivalent transferable for-profit experience.
- Experience working with donors, volunteers, and stakeholders and a deep understanding of donor relations and accountability.
- Experience building relationships with suppliers and gift-in-kind donors/sponsors.
- Experience in overseeing the donor recognition process including plaques and donor walls.
- Strong organizational and time management skills. Proven ability to meet deadlines in a fast-paced environment with multiple, competing deadlines, and time and resource constraints.

- Strong interpersonal skills and collaborative working style. Proven ability to exercise tact, discretion and good judgment in dealing with various stakeholders and confidential and sensitive matters.
- Good attention to detail along with the ability to see the “big picture.”
- Highly developed verbal and written communication and interpersonal skills. Able to write clearly and succinctly. Able to prepare and deliver effective presentations that communicate useful and relevant information to internal and external constituents.
- Strong customer service skills and quality management experience.
- Computer skills: proficient in the standard suite of Microsoft Office products, and experience with Raiser’s Edge or other donor database management systems.
- Fluency in Mandarin and/or Cantonese an asset.
- Ability and willingness to work outside normal office hours.

This is a maternity leave coverage to September 30, 2019 with a possibility of extension. Start date: Immediate.

## **TO APPLY**

If you possess the qualifications and experience indicated, please email your resume and cover letter, with “Donor Relations Officer” in the subject line, by **November 21, 2018** to:

**Corina Somerville**  
VGH & UBC Hospital Foundation  
190-855 West 12th Avenue  
Vancouver, BC V5Z 1M9

**(email: [hr@vghfoundation.ca](mailto:hr@vghfoundation.ca))**