

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.

The Donor Relations team is a subset of the Philanthropic Programs & Donor Engagement department and 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 donors.

Key responsibilities of the Donor Relations team include working closely with the fundraising teams to plan, organize and execute cultivation and recognition events. 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, and naming. 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 is a key member of the Donor Relations team and participates in assisting the Donor Relations Officers (DROs) and Associate Director in the planning and implementation of donor cultivation, stewardship, and recognition activities for each of the organization's donor segments. This individual is expected to provide a high level of customer service and exercise tact and diplomacy in working with donors, volunteers, and Vancouver Coastal Health medical and administrative staff and leadership.

Roles and Responsibilities

Responsibility Area: Stewardship and Accountability/Recognition

- Stewardship/Accountability
 - Work with Major Gift Fundraisers and DR Officers to facilitate the creation and delivery of accountability reports according to the accountability calendar
 - Perform accountability letter/mailings which include list generation, mail merges, printing, distribution for signatures, and coordination of mailing
 - Ensure accountability actions are properly updated in Raiser's Edge
- Recognition
 - Prepare donor lists for annual updates to Foundation's donor walls.
 - Prepare and proof naming request forms for submission
 - Coordinate fabrication and installation of plaques
 - Create keepsake/mementos for donors (i.e. framed photos)
 - Manage requests for gifts / thank you items from other departments
 - Ensure recognition actions are properly updated in Raiser's Edge

Responsibility Area: Events

- Event Logistics
 - Execute cultivation and recognition events or provide support to the team:
 - Source, order and coordinate event venues, site visits, catering, audio visual, staging, and other event-related activities as required
 - Create and manage workback schedules, event budgets and briefs
 - Schedule speakers, staff and other guests as required

- Coordinate emailed and mailed invitations and subsequent pre and post event communications to guests
 - Event set up, guest registration, photography, and event take-down as required
 - Create and assemble materials for events including name tags, place cards, event signage and take away packs
 - Produce and coordinate post-event thank you requirements (i.e. thank you cards, printed photos, gifts).
 - Create post-event attendee analysis reports for events as identified.
 - Upload and organize photos
 - Manage the team's promotional inventory
 - Order promotional items for all events throughout the year; coordinate with vendors, track and code receipts
 - Other duties as requested
- Raiser's Edge (RE)
 - Create/manage/distribute event modules/dashboards to staff
 - Manage RSVP's (email and phone) and update/track in event module; send confirmation emails/mail/conduct phone calls with all confirmed guests with final event details
 - Update event attendance information into RE and create new donor records if necessary
 - Globally add actions for event invitations and follow ups

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

Qualifications & Experience

- University degree or equivalent diploma, or combination of education and experience related to Events or Fundraising.
- 2-3 years experience with a not-for-profit in an administrative position.
- Demonstrated judgment and discretion in dealing with confidential and sensitive matters.
- Excellent planning, organizational and time management skills, demonstrated attention to detail and high levels of initiative.
- Must be willing to manage a variable workflow and have capacity to manage multiple projects simultaneously, work well under pressure in a deadline driven environment.
- Aptitude for working in a highly diverse environment and possess the ability to interact with multiple constituencies in a respectful and meaningful manner.
- Respected as a strong, positive team player with a collaborative work style and strong work ethic.
- Computer skills - proficient in Word, Excel, Outlook and database programs. Experience with Raiser's Edge or other donor database management system is an asset.
- Strong data analysis skills and attention to detail and accuracy.
- Ability and willingness to work outside normal work hours when required.
- Strong communication skills, written and verbal.

TO APPLY

If you possess the qualifications and experience indicated, please email your resume and cover letter, with "Donor Relations Coordinator" in the subject line, by **February 1, 2019** to:

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

(email: hr@vghfoundation.ca)