

Who We Are

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 Engagement & Stewardship (DES) 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 the Foundation donors. The focus of the Donor Engagement & Stewardship is to inspire and retain our existing funders. We are responsible for the provision of industry-leading cultivation and stewardship to help the fundraising team effectively move donors through the fundraising cycle and provide an exceptional donor experience. The Donor Engagement & Stewardship team is both proactive and responsive to the cultivation and stewardship activities to support the strategic fundraising goals of VGH & UBC Hospital Foundation.

About The Role

The DES Officer plays a vital role in cultivating and maintaining strong and lasting relationships with our Foundation's valued supporters and helps build a culture of gratitude and accountability by making significant contributions to the team and broader goals of the fundraising teams. Reporting to the Director, this role implements and develops plans for a variety of donor cultivation, stewardship, recognition, and engagement activities that contribute to a consistent and best in class donor experience. This includes conceptualizing and executing donor cultivation and stewardship events, developing individual and campaign stewardship strategies in partnership with a portfolio of fundraising leads and serving as the DES representative on various cross-departmental working groups. **This is a 17-month contract role, ending February 2, 2026.**

Key Responsibilities

- Develops, implements, and enhances donor engagement and stewardship activities for the organization.
- Independently develops and leads donor recognition, stewardship, and cultivation events to appropriately recognize and steward donors across all fundraising programs.
- Project leadership for various donor relations initiatives, including creating and managing critical paths to ensure delivery on time and to budget.
- Manages and oversees some aspects of the Foundations accountability reporting and stewardship activities in collaboration with the Stewardship Officer, Strategic Partnerships and Campaign Communications team and Major Gift fundraisers to ensure accountability reporting deadlines are met.
- Develops, writes, and obtains appropriate approvals for Foundation collateral such as, but not limited to, letters, emails, recognition plaques, invitations, event communications and speaking notes that are consistent with Foundation branding and messaging.
- Recommends solutions for specific initiatives or projects, improving processes, changing policies, and increasing efficiencies and/or reducing costs.
- Monitors and reports on key metrics to analyze and evaluate effectiveness to determine which significant donor activities have the greatest impact.
- Tracks, records, and maintains donor relations, stewardship, and recognition information in the Foundation's database.
- Understands and applies donor relations principles, policies, and industry best practices to ensure consistent delivery of donor relations standards across all activities or projects.

What You Offer

- Deep understanding of donor relations and fundraising cycles with experience working with donors, volunteers, internal and external stakeholders.
- Experience with Salesforce or similar CRM systems that manage a constituent database.
- Proficiency in Mandarin and/or Cantonese considered an asset.
- A proactive self-starter who is comfortable and able to operate in a fast-paced complex environment.
- Flexible and adapts to changing priorities, able to problem solve, and alternate between tasks and projects in response.
- Proven ability to exercise tact, discretion and good judgment when dealing with confidential and sensitive matters with high standards of professional etiquette, ethics, and integrity.
- Exemplary attention to detail along with the ability to see the “big picture.”
- Strong writing skills adaptable to different audiences; ability to write clearly, persuasively, and succinctly.

What We Offer

This is a full-time permanent position. The successful candidate can expect a starting salary between **\$70,320.60** and **\$79,909.78**, depending on factors such as skills, experience, and internal equity. Once hired, salary is reviewed annually and successful employees have the opportunity for their salary to increase over time up to the maximum of the pay band, currently **\$90,298.05**.

Additional variable pay, benefits, flexible working arrangements, investment in professional development and subsidized access to fitness, cycling and parking facilities all contribute to a top-notch total rewards package.

To Apply

Please submit your application to our recruitment partner, Ellie Stojanovski of The Tandem Team, at ellie@thetandemteamrecruitment.com by 8th of August 2024.

We welcome applications from anyone who is eligible to work in BC and fully vaccinated against COVID-19. We encourage applications from Indigenous people, people with disabilities, BIPOC and racialized individuals, people of minority sexual orientation or gender identity, and others who may contribute to the Foundation's organizational diversity and who share the Foundation's values.