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Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

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# Job Board Posting



Careers.Indigenous.Link

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## Monthly Giving & Stewardship Coordinator

|                    |   |                         |
|--------------------|---|-------------------------|
| <b>Job ID</b>      | <b>39-3C-AC-71-36-06</b>  |                         |
| <b>Web Address</b> | <a href="https://careers.indigenous.link/viewjob?jobname=39-3C-AC-71-36-06">https://careers.indigenous.link/viewjob?jobname=39-3C-AC-71-36-06</a> |                         |
| <b>Company</b>     | Canuck Place Children's Hospice   |                         |
| <b>Location</b>    | Vancouver, British Columbia   |                         |
| <b>Date Posted</b> | From: 2020-09-04  | To: 2020-09-27          |
| <b>Job</b>         | Type: Full-time   | Category: Miscellaneous |
| <b>Languages</b>   | English   |                         |

### Description

Monthly Giving & Stewardship Coordinator

Location: Granville Office, Vancouver

Reporting to: Manager, Annual Giving & Donor Services

Job status: Full-time, 1.0 FTE (75 hours bi-weekly)

Canuck Place Children's Hospice (CPCH) is British Columbia's recognized pediatric palliative care provider. For over two decades, through the many programs and services we provide, we have made a significant difference in the lives of children with life-threatening illnesses and the families who love them. Be part of a talented and innovative team that takes pride in supporting and providing the highest quality pediatric palliative care.

HERE'S WHY IT'S SO GREAT TO WORK WITH US. Aside from being surrounded by a friendly, inclusive, dedicated team, Canuck Place offers employees up to 20 days' vacation (pro-rated to their full-time equivalency), an 100% employer-paid benefits package, Municipal Pension Plan (MPP), a Health Spending account that provides up to \$500 annually to provide additional coverage for health and wellness activities/services, weekly onsite massage therapy, informative lunch & learns, as well as various learning opportunities. Canuck Place Children's Hospice also has a "Care For the Caregiver" committee who provides ongoing, creative activities to connect us with one another as a reminder that it's this moment that really counts.

### SUMMARY

Reporting to the Manager, Annual Giving & Donor Services, the Monthly Giving & Stewardship Coordinator is primarily responsible for the implementation and execution of the rapidly growing monthly donor program initiatives and fundraising objectives. The incumbent will also contribute to donor growth and retention efforts by supporting the evolution and implementation of an established donor recognition and stewardship program for Canuck Place Children's Hospice (CPCH).

As a key member of the Development team, the Coordinator works collaboratively and strategically with multiple teams (Annual Giving, Major Gifts, Corporate and Community Partnerships, Events, etc.) to ensure the delivery of consistent and meaningful recognition, donor communications/reports, and touch point and relationship initiatives that foster positive long-term donor relationships.

### EDUCATION AND EXPERIENCE

• The successful incumbent will possess a related degree or diploma from a recognized educational institute

• A minimum of 3 years related and progressive nonprofit fundraising experience or an equivalent combination of experience and education.

• The incumbent's knowledge will include a solid understanding of the principles and function of donor relations, ethical fundraising principles and best practices, donor cycle strategies, and marketing and communication practices, complemented by a proven ability to build strong working relationships with colleagues and donors and stakeholders at all levels.

### RESPONSIBILITIES

Fundraising (70%)

• Develop, implement and monitor new Monthly Giving program plan to ensure revenue targets are met.

• Develop and implement new tactics for expanding the Monthly Giving program such as: implement and deliver additional ask strategies for different segments of monthly donors, including preparing scripts, collateral and supplementary materials for conversions, renewals and upgrades.

• Manage and implement stewardship activities for monthly donors, including gift acknowledgment, event invitations, accountability/reporting and stewardship.

• Manage the day-to-day operational aspects of the Door-to-Door vendor relationship.

• Develops and nurtures relationships with current donors and partners and coordinates customized touch points (e.g. personalizing mail-outs and thank you notes).

• Work collaboratively with the Annual Giving team to develop and test strategies for retaining and reactivating donors.

• Respond to donor calls, ensuring the accuracy of contact information and records, reprocessing donations and supporting the Donor Services team as necessary.

• Maintains donor record database (Raiser's Edge) by ensuring appropriate coding and reporting for donations is input and maintained, including stewardship and donor recognition program information. Ensures the confidentiality of donor and other fundraising information.

• Works closely with Donor Relations team to ensure timely acknowledgement and receipting.

Stewardship (30%)

• Works with Development team leads to prepare correspondence, gift agreements, stewardship reports and other materials based on the approved case for support.

• Ensures appropriate donor relations, including acknowledgement letters and other correspondence, newsletters, special mailings, telephone and in-person contact are initiated and delivered.

• Assists the Development team leads with managing the Donor Gift Recognition and Stewardship program.

• When required, participates in meetings to discuss and plan donor activities.

• Works closely with all staff to create, discuss and develop cultivation and stewardship initiatives for CPCH.

• Assigns/ensures execution of segmented donor stewardship plans.

• Track stewardship activities in Raiser's Edge.

• Oversees thank you call program, liaising with staff and volunteers as appropriate to ensure donors are thanked in an appropriate and timely manner.

#### QUALIFICATIONS

What you bring to the role:

• Proficiency in English grammar, spelling and punctuation is vital, including the ability to compose simple, clear, concise correspondence and reports, and also draft more complex correspondence as required. Additional languages are an asset.

• Excellent telephone skills, including warm manner and clear speech.

• Demonstrated ability to be a collaborative team player and establish and maintain positive working relationships, both internally and externally.

• A high degree of initiative, resourcefulness, creativity and thoughtfulness in the decision-making process.

• Excellent organizational and time management skills; must have the ability to meet assigned objectives by adapting and modifying the sequence of work, methods and standards to meet changing conditions.

• Ability to exercise a high level of tact and discretion in both internal and external interactions is crucial.

• Proficiency using Microsoft Office Suite (Word, Excel, PowerPoint, Outlook); Raiser's Edge or other fundraising database. Experience in online survey tools and use of social media in donor stewardship.

• Clear and valid BC driver's licence and access to a vehicle are required.

You have:

• High integrity; creativity; balance, good judgment and objectivity; high vision and conceptual capabilities; consultative, facilitate and collaborative; sense of humor.

• Excellent time management skills.

• Demonstrates flexibility that allows you to work with high energy, creative people.

• Able to thrive and effectively manage priorities in a changing, ambiguous environment.

Note: Flexibility is necessary, as this position may require occasional weekend and evening work and travel within and outside the Lower Mainland.

At the discretion of Canuck Place Children's Hospice, the information in this job description may be reviewed and revised, as required, to meet the needs of the organization.

Canuck Place Children's Hospice hires on the basis of merit and is strongly committed to equality and diversity within its community and to a welcoming and inclusive workplace. We especially welcome applications from Indigenous persons, visible minority group members, persons with disabilities, people of all sexual orientations and genders, and others with the skills and knowledge to productively engage with diverse communities.

#### How to Apply

Please click Apply Now to submit your cover letter and your resume by September 27, 2020. We recognize the importance of a diversified workforce, and we encourage First Nations, Inuit and Metis candidates, members of visible minorities and persons with disabilities to apply.

We thank all applicants for their interest; however, only those candidates who have been short-listed will be contacted.