



Victoria Hospice Fund Development – Philanthropy Coordinator
Job Posting

Victoria Hospice provides end-of-life care for palliative patients and support for their loved ones, and we are very proud of our terrific team. We are looking for a full-time, permanent Philanthropy Coordinator to play a key role in helping to establish long-lasting relationships with our donors. If you are interested in a rewarding position that makes a difference in people's lives, look no further.

JOB SUMMARY

The Philanthropy Coordinator reports to the Director of Fund Development, and works closely with all members of the Fund Development Team as well as with the Database Coordinator. This is an integral role in supporting all facets of our dynamic fundraising office. Duties include frontline donor liaison and first point of contact; maintaining donor records; coordinating logistics of donor newsletters, fundraising appeals and other communications; managing logistics for donor stewardship events; communicating with and stewarding donors; coordinating print production; maintaining of recognition stewardship displays; providing support to the development team in all fundraising activities.

The Philanthropy Coordinator is highly organized and impeccably detail-oriented, likes to work within systems, and has strong project management and administrative abilities. The successful candidate will have exceptional interpersonal skills and is energetic, enthusiastic, and self-motivated, with a can-do attitude and genuine interest in Victoria Hospice's mission.

KEY RESPONSIBILITIES

Donor Relations and Stewardship

- Act as the 'first greeter' for the fund development team including answering the main fund development phone line and acting as receptionist
- Call donors to thank for recent donations, to invite to events, to build relations, or regarding administrative issues like declined or expired credit cards
- Work with families to create online in memory giving pages, print packages, or Memory Leaves for the Hospice Garden
- Maintain Victoria Hospice recognition displays including the donor wall, the estates wall, Memory Leaves in the garden, etc.
- Working with the Director of Development and Development Team, create and execute effective donor recognition and stewardship strategies
- Plan, coordinate, and manage Victoria Hospice's donor recognition events
- Act as the RSVP liaison for donor stewardship and other events
- Research and be proactive in best practices and new trends in the area of donor stewardship

Philanthropic Services and Administrative Support

- Working closely with the Database Coordinator, ensure on-time mail out and personalization of donor tax receipts, acknowledgement letters, and in memoriam packages
- Collect and organize incoming and outgoing mail, and track return mail by contacting donors to update information
- Assist in the maintenance of Victoria Hospice's Raiser's Edge database by cleaning mail out lists, capturing donor preferences, and recording donor interactions
- Provide administrative and coordination support to other members of the Development Team for mail outs, e-communications, and other fundraising initiatives as required
- Coordinate the production of in-house mailings including production schedules, quotes and costing from printers and suppliers, content assembly, mail out, and resulting reporting
- Working closely with Communications and designers, create materials for in-house mailings such as donor stewardship invitations and holiday cards
- Train volunteers as needed to support reception functions, in-house mailings, donor thank you calls, etc.
- Coordinate, order, and maintain Victoria Hospice's inventory of donor stewardship items and collateral (cards, chocolates, etc.), and other office supplies
- Ensure donor thank you letters and brochures are current and relevant
- Support the Director of Development by tracking vacation schedules, booking meetings, etc.
- Maintain and keep electronic files organized
- Research and identify fundraising ideas and perspective donors for the Fund Development team
- Other related duties as required

QUALIFICATIONS AND REQUIREMENTS

- Minimum of two years' experience in administration, nonprofit and/or customer service, and a post-secondary education in a related field or equivalent training
- Ability to take initiative and think creatively
- Ability to work effectively in a team
- Understand and adhere to donor privacy and confidentiality
- Ability to work in a fast-paced environment and meet deadlines
- Advanced computer literacy including Microsoft Office and CRM database (experience with Raiser's Edge an asset)
- Exceptional interpersonal skills with donors, program staff and other stakeholders
- Impeccably detail-oriented with proven capacity to check your own work
- Initiative, drive, enthusiasm and a genuine interest in people
- Proactive and responsive to requests from internal and external stakeholders with urgency and professionalism and provides information with a high-degree of accuracy
- Strong administrative, organizational and time management skills
- Strong analytical ability with excellent problem solving and project management skills
- Ability to travel to meetings and events as needed
- Ability to work flexible hours when required

APPLICATION PROCESS

Qualified applicants are invited to submit their cover letter and resume to careers@victoriahospice.org.

Application deadline: June 10, 2022

Victoria Hospice offers a substantial and comprehensive compensation package, including generous holidays, extended medical and dental coverage, membership in the Municipal Pension Plan, and professional development support. The salary range for this position is \$47,000 - \$53,000 depending on experience.

Applications are welcome from all qualified individuals inclusive of disability, culture, ethnicity, race, gender identity and expression, nation of origin, age, or religion.

This position is covered by the Provincial Health Officer's mandatory COVID-19 vaccination order, so as part of our commitment to the health and safety of our community, we require all employees to be fully vaccinated against COVID-19.

We would like to thank everyone who applies for this position, but only those candidates selected for an interview will be contacted.

For more information about Victoria Hospice Society, please visit our website at:
<http://www.victoriahospice.org>