



## **Manager, Donor Relations Full time Permanent (38.75 hours/week)**

Calgary Health Foundation is a philanthropic organization established in 1996 to unite donors, hospitals, health care providers and community partners with the ambitious aim of revolutionizing health outcomes. Together, we continue to transform lives by establishing extraordinary health programs — early stroke intervention, a world class urology clinic and brain institute, precision neonatal care and advanced trauma centres. Through collaboration, unrelenting persistence and a sharp focus on care, wellness and research, we are unyielding in our efforts to ensure Calgarians receive the most progressive health care in the world — because our loved ones and yours deserve nothing less.

### **THE ROLE**

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The Manager, Donor Relations creates, implements, manages and assesses a comprehensive donor relations plan to assist the Development team reach its strategic fundraising goals for the Calgary Health Foundation. The scope of work includes addressing the four pillars of an effective donor relation program: engagement, acknowledgment, recognition and stewardship.

### **KEY RESPONSIBILITIES**

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- Develop, implement, and lead a successful and integrated donor relations program that strategically targets all levels of giving as defined by development team
- Ensure donors are acknowledged and recognized
- Act as a liaison and specialist to the development team in order to provide cultivation and stewardship assistance to individual donors and prospects
- Oversee, direct and collaborate on the development and implementation of strategic donor communications in multiple channels in a timely fashion. This includes, but is not limited to, social media, Annual Report to donors, year-end-reminders, endowment reports, gift acknowledgments, web pages, invitations and press releases
- Oversee, create, and edit strategic video acknowledgement
- Act as a strategic lead on cultivation, stewardship and fundraising events, including and not limited to the annual President's Dinner and Talk Health series
- Ensure strategic cultivation, stewardship and fundraising are communicated and on the calendar of appropriate officials and targeted guests
- Create innovative programs and projects to thank and steward donors; ensure the external reporting to donors on endowments and donor impact reports
- Track donor relations and stewardship activities in Raiser's Edge
- Responsible for the review and control of all gift acknowledgments, thank you letters, pledge statements and endowment reports
- Work closely with Development staff to report to donors on the use of gifts, to arrange meetings between donors and beneficiaries if appropriate, and to help celebrate gifts
- Responsible for maintaining and updating naming properties, both honorific and philanthropic, in partnership with AHS

- Champions good stewardship and understanding of donor-centered approach throughout organization
- Leads the creation and maintenance of donor stewardship matrix in accordance to Stewardship best-practices
- Other duties as assigned

## **EXPERIENCE, SKILLS AND QUALIFICATIONS**

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- A minimum of 7 years of experience in a stewardship, donor relations, or equivalent role
- A bachelor's degree in communications, public relations, or equivalent post-secondary education and experience

## **ATTRIBUTES AND ABILITIES**

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- Strong customer service skills
- Proficient written and verbal communication skills
- Understanding of photography and ability to take pictures for report purposes
- Understanding of donor centered language and approach
- Strong organizational skills
- A creative thinker and writer
- Knowledge of Microsoft Office suite of products and Adobe
- Research skills
- Strong time management skills and the ability to handle multiple competing priorities
- Understanding of event planning
- Strong interpersonal skills and the ability to develop rapport with internal and external stakeholders
- Cold calling skills
- Valuation skills
- An understanding of stewardship best practices
- Basic understanding of interviewing techniques
- The ability to have difficult conversations and navigate conflict effectively
- Uses tact and diplomacy in communications and decision making

## **WORKING CONDITIONS**

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- Primarily sedentary office work at a computer
- May be required to travel to various sites for events, photo shoots, etc.
- May be required to work occasional evenings and weekends

## **APPLICATION INFORMATION**

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Salary Range: \$69,000 - \$103,000 per year, depending on the candidate's skills and qualifications.

Please note that all Calgary Health Foundation employees are required to provide proof of full COVID-19 immunization upon hire as a condition of employment.

We thank all applicants for their interest in this role and Calgary Health Foundation; please note that we will only be contacting candidates selected for an interview.

To explore this opportunity further, please send your resume and cover letter, in confidence, no later than August 1, 2022 to:

Rosaline Akinokun  
Manager, People Services  
[rosaline.akinokun@calgaryhealthfoundation.ca](mailto:rosaline.akinokun@calgaryhealthfoundation.ca)