



OUR VISION, MISSION & VALUES:

Women's Health Clinic (WHC) provides accessible, woman-centred services, creates strategic partnerships and advocates for system change. We work toward the vision of having equitable health and wellness services within and beyond WHC, delivered through a feminist lens. All our work is guided by our values – choice, inclusion, social justice, innovation and integrity.

WHC EXPECTATIONS:

Every employee is expected to contribute to the mission, vision and values of WHC, and the achievement of its strategic plan through collaboration and teamwork. Employees are expected to consistently attend work, function within WHC's principles of services, contribute to the quality of our services for clients and look for ways to improve our overall effectiveness and enhance client experience. Employees will respect each other, clients and members of the public and create an environment where clients have the information, knowledge and support they need to achieve their individual health and wellness goals.

WHC PROMISE:

WHC will provide employees with a respectful, healthy and safe work environment and compensate and recognize employees in a fair and meaningful way. We will provide employees with opportunities to participate in planning and decision-making and to communicate your concerns, ideas and suggestions. We will listen and be responsive. We will support employee growth and development through a culture of coaching, learning and encouragement.

Job Stream: E

Union Classification: Out of Scope

Position: Manager, Fund Development

Position Reports to: Executive Director

POSITION SUMMARY:

The Manager, Fund Development is a new and exciting opportunity that will lead the development of the fundraising department to include online and social media opportunities, corporate support, individual giving, major gifts, and legacy giving.

Reporting to the Executive Director, this position is responsible for planning, developing, implementing and managing activities that will increase, diversify, and sustain support from community philanthropy. WHC is undertaking a capital campaign and this position will work in tandem with campaign management to ensure efforts are coordinated and opportunities are maximized.

This position also plays an integral role in creating and contributing to an organization-wide culture of philanthropy, and is the lead fundraising and revenue generating member of the team. Additionally, this role is responsible for engaging donors to meet fundraising goals, creating and implementing a cohesive strategy for appeals, events, donor activity and fundraising communications.

Job Specific Day To Day Activities

Leadership

- Work with the leadership team to develop and implement a culture of gratitude and philanthropy across the organization
- Work collaboratively with the leadership team to ensure that the organizational mission and fundraising efforts are consistently integrated into operations
- Work collaboratively with the Communications team on fundraising communication
- Work closely with the Executive Director and Capital Campaign Management team to ensure fundraising efforts are coordinated and maximized
- Make cross-department recommendations to enhance community and donor engagement

Develop and Refine Systems

- Plan, implement and evaluate, operational processes and procedures and make recommendations for improvements
- Develop and implement appropriate policies and procedures
- Oversee the management of all information relating to current donors and prospective donors

Lead Donor Relations

- Analyse existing fundraising; develop and implement a multi-channel, year-round plan for donor identification, cultivation, solicitation and stewardship to increase and diversify annual philanthropic revenue
- Create and implement a stewardship program for existing and future donors
- Expand the WHC donor base with new donors, including businesses, foundations, families and individuals
- Be a conduit from the WHC community to the donor community

Human Resources

- Provide oversight and direction to development staff
- Provide coaching and support to staff
- Foster a culture of teamwork, collaboration and accountability

Competencies

Client Service (delivers client-centered service)

- Demonstrates in-depth understanding of diverse client needs and circumstances
- Provides attentive and supportive service to address client needs
- Follows-up to evaluate client service, needs and requirements and makes adjustments as required
- Provides guidance and feedback on client service policies and protocols
- Sets and oversees the work environment for client service excellence

Teamwork (works effectively with diverse individuals, groups and communities, and builds collaborative partnerships and relationships)

- Is accessible and supportive to team members
- Adapts leadership style to meet the diverse and cultural needs of others
- Identifies beneficial partnerships and builds new relationships effectively
- Creates and works to support a work environment for effective teamwork and collaboration

- Works effectively in conflict situations to achieve a mutually beneficial result
- Identify conflict areas and mediate as necessary for resolution
- Builds a positive and inspiring work environment

Communication (effectively exchanges information and ideas to inform, educate, influence or advocate)

- Demonstrates active listening to others to ensure understanding
- Adjusts tone and messages depending on audience needs
- Influences and/or advocates for a person or cause in an effective manner
- Fosters an environment that promotes effective and respectful interactions
- Communicates honestly, respectfully and constructively in situations that may be tense and is aware of and minimizes the impact of a real or perceived power imbalance and impact on others
- Ensures confidential information is maintained by self and team; identifies risks to management
- Ensures timely and effective communication to all staff with respect to information necessary to do their job. (changes to processes, etc.)

Planning and Organizing (effectively plans, prioritizes, coordinates and implements required actions and resources to maximize outcomes)

- Creates plans and coordinates projects, programs and tasks involving diverse skill sets
- Ensures program goals and employee actions align with and support the organization's vision, mission and strategic goals
- Monitors plans, expenditures and resource requirements and makes appropriate modifications and recommendations
- Develops and monitors quality assurance goals
- Advises Director(s) of risks in a timely manner to take proactive action

Analysis, Problem Solving and Evaluation (effectively analyzes, assesses and applies information to facilitate appropriate solutions and effective decisions)

- Identifies and critically analyses options to address needs and determine appropriate actions
- Makes effective decisions based on assessment and evaluation
- Provides solutions or resources to implement action plans for difficult/crisis situations
- Delegates decision making down to appropriate level if needed
- Builds support from stakeholders impacted by actions or decisions
- Evaluates actions, solutions and decisions once implemented and makes future adjustments as required

Leadership (demonstrates skills and expertise to contribute to business results effectively and with integrity)

- Holds self and others responsible for fulfilling work commitments
- Ensures accuracy, high standards and accountability for own work results and team
- Responds efficiently and effectively to staffing issues within the scope of their role
- Fosters an environment that encourages others to share ideas
- Challenges assumptions and status quo thinking in self and others
- Is recognized as a change agent and helps others adapt to change effectively
- Provides timely and constructive feedback to others for development within the scope of their role
- Accepts feedback from others and acts on information
- Develops self and supports others to develop skills and experience

