

Planned Parenthood of Southern New England Donor Relations Officer

We are Planned Parenthood of Southern New England, the largest and most trusted providers of reproductive health care. We are recognized for the wide array of services we provide, the outstanding sexual health education we deliver, and our strong commitment to social justice. **Working for Planned Parenthood is more than a job; it's being a part of a powerful movement.** Together, we'll take pride in shaping the future of sexual health and reproductive rights for all people.

About Planned Parenthood of Southern New England:

Planned Parenthood of Southern New England's is a mission driven organization existing to protect the fundamental right of all individuals to manage their own fertility and sexual health and to ensure access to the services, education and information to realize that right.

PPSNE is a **premier provider** of family planning services — the largest in Connecticut & Rhode Island. We serve more than 78,000 patients annually at 16 health centers strategically located throughout our market.

Our family planning and reproductive health care services include the provision of birth control and comprehensive contraceptive counseling, pregnancy testing, testing and treatment of sexually transmitted infections, counseling and referral, HIV testing, medication and surgical abortion services and annual exams. In addition, we offer primary health care services.

PPSNE focuses on providing **healthy sexuality** education and training services, serving nearly 11,000 clients annually, including 1,500 adult professionals who work with teens. Our **advocacy** programs reach countless numbers of people every year.

Our In This Together Work Place Values, guide the actions of everyone in the organization. These values along with our commitment to diversity, equity and inclusion help focus and drive the daily decision-making and strategic processes of the agency. They are the foundations of our success.

It is our hope that the addition of every new staff member will help us to attain our mission in a manner that is consistent with our values. Together, we can create a work environment that is continually challenging and professionally rewarding.

WHAT YOU'LL BE DOING:

In support of Planned Parenthood of Southern New England's mission, the Donor Relations Officer is responsible for soliciting and managing a major gift portfolio of at least 100 donors and prospects to meet the diverse financial goals of Planned Parenthood of Southern New England (PPSNE). This position will focus on Major Donors (\$5,000+) in Rhode Island, and parts of Connecticut. The successful candidate will be comfortable with a multi-faceted request to include annual fund, PPVotes! PAC, and other giving campaigns when necessary. They will collaborate with volunteers and PPSNE staff to achieve goals and increase donor engagement spending at least 50% of time interacting and meeting "face-to-face" with donors and prospects.

Actively solicit major donors for annual fund (PPSNE), c4 (PPVotes!) and PAC (PPVotes! PAC) support through personal contact, building ongoing and long-term relationships and encouraging major donors to increase their giving.

- Sets goals, on an annual basis and in consultation with the Chief Development Officer for the financial contribution to the major gifts program to PPSNE.
- Develops strategies and tactics to increase financial contributions over time.
- Upgrades major donors to increase the size of their gifts to PPSNE.
- Seeks and builds relationships with potential major donors to grow the program and replace those lost through normal attrition.

Develop and routinely monitor an annual plan and implementation strategy for the Major Gifts program within the position's portfolio.

- Work to ensure that the plan meets the goals of the department and the interests of PPSNE.
- Ensure that the program is managed in compliance with the plan and that implementation and outcome measures are utilized routinely to determine the success of the plan.
- Maintain flexibility sufficient to adjust plan as necessary according to periodic outcome measures.
- Incorporate donor, prospect, corporate, foundation and professional research to guide planning efforts.
- Frequently work in collaboration with other department members to research donor preferences, coordinate contacts, and ensure that quality relationships are maintained with major donors in every interaction with PPSNE.

Manages major donor projects, routinely tracks all activities with assigned donors, prospects and volunteers using automated tools.

- Coordinate with other development efforts such as special events, to ensure that all contacts with donors are seamless, in accordance with their preferences, non-duplicative, and consistent with the Annual Plans for the Development department, Major Gifts program, and PPSNE.

Research, prepare and write a variety of messages used to inform and attract donors around specific issues and/or giving opportunities.

- These may range from formal funding letters to personalized notes of appreciation.
- Consults as needed for message content, tone and appropriate quotes (Examples: Public Affairs, Education, Clinical Services, Public Relations and Marketing, and Planning departments).

Participate in the ongoing review of current systems within the Development department. Provide constructive feedback and act to create more effective systems that are proactive and in the best interests of our customers.

Demonstrate flexibility and teamwork; understand the interaction between this position and others with whom the position works directly and indirectly.

- Ensure all interactions incorporate PPSNE values of integrity, partnership, customer focus, communication and quality
- Supports the agency's mission and all of the reproductive health services offered including family planning services, women's health screenings, testing and treatment of STI's, birth control methods and abortion services
- Support efforts of the agency's diversity program to provide services that are culturally and linguistically competent; take initiative to develop own awareness and knowledge of diversity matters
- Work well with volunteers to achieve the agency's mission

Completes all responsibilities according to established protocols, policies and standard practices in the areas of customer service, quality assurance and regulatory compliance programs such as HIPAA (Health Information Portability & Accountability Act), OSHA (Occupational Safety & Health Act) and CLIA (Clinical Laboratory Improvement Administration).

Has current driver's license and access to reliable personal transportation.

THE KEY REQUIREMENTS:

- Passionate commitment to the mission, services, vision and values of PPSNE.
- Ability to "close the deal" on major gift solicitations using superb relationship-building and negotiation skills.
- Driven to create and achieve financial and fundraising goals, while maintaining the flexibility to adjust goals to meet the needs of the agency.
- Desire to work as part of an interdisciplinary team to meet the needs of internal and external customers.
- Commitment to a culture of feedback.
- Strong time management and organizational skills required.
- Demonstrated ability to handle confidential information.

- Bachelor's degree in marketing, communication, liberal arts or related field. Comparable experience may be considered.
- 3 – 5 years' experience in campaign and/or major gift fundraising, or high-level customer service. At least 2 years of experience working with volunteers responsible for gift solicitation or high-end customers preferred.
- Previous experience with fundraising or project management software programs preferred, especially Raiser's Edge.

PERSONAL ATTRIBUTES:

- Collaborative, values-driven leader
- Problem-solver
- Life-long learner
- Committed to equity & inclusion and the intersection between health and social justice
- Orientation toward outcomes and impact
- Strong team-building skills
- Relationship focused connector

THE PAYOFF:

- Work with a passionate staff committed to developing the qualities of a learning organization.
- Move the needle on equity and inclusion within a leading Planned Parenthood affiliate.
- Work in a fast-paced, high energy, dynamic environment with a team who is dedicated to the mission.