



Director of Development
Competency-Based Job Description

Position Title:	Director of Development	Job Code:	DD
Division:	Administration	Reports to:	Chief Executive Officer
FLSA Status:	Exempt	Pay Range:	\$110,240-\$143,312 annually

Apply at: www.crittentonsocal.org/careers-at-crittenton

Position Summary:

The Director of Development role is a critical part of the administrative team, advancing Crittenton's mission, vision, goals, and objectives by leading and managing a fund development program that secures a steadily increasing flow of revenue from a broad range of philanthropic sources. This role will lead communication efforts to increase Crittenton's awareness among philanthropic sources across Los Angeles, Orange, San Bernardino, and Riverside Counties. The Director of Development works with the Marketing Department to ensure consistency across external and internal communication strategies, shaping Crittenton's image. This role identifies, develops, and executes fundraising methodologies aligned with industry standards and best practices, including, but not limited to, fundraising events, campaigns, matching grants, foundation grants, and Board of Directors development. This role works closely with the Chief Executive Officer.

Essential Duties:

- Develops, implements, and monitors an annual fundraising plan with specific and measurable goals. Creates, in collaboration with the CEO, a successful fundraising strategy to support a healthy revenue model within the agency. Develops and manages the Development Department's operating budget.
- Directs 50% of the time on major and planned gift prospects, in partnership with the CEO, managing a portfolio of approximately 100 top prospects and implementing a "moves management" process that strategically leads donors through a cultivation, invitation, and stewardship process that results in transformational gifts. Delivers and administers a planned giving program that drives an increasing flow of bequest and other planned-gift income.
- Leads the strategic pursuit of gifts and grants from individuals, foundations, and corporations to develop a growing base of annual support through digital techniques, direct mail, phoning, events, social media, volunteer engagement, and other techniques. Plans, tests, and evaluates new ideas to grow the donor prospect pool and meet fundraising needs.
- Strategically engages Board of Directors members, committee members, volunteers, and Development Department team members in fundraising campaigns and events. Provides high-quality, high-volume campaigns under tight deadlines, consistently generating measurable visibility for the agency. Collaborates with the Chief Executive Officer, Board of Directors, and volunteers to plan and deliver campaigns, events, and fundraising engagements.
- Provides leadership to the Development and Community Engagement Department team members, including skills of effective communication, leadership practices, motivation, empowerment, and



mentorship.

- Maintains the electronic records system, Bloomerang, to ensure up-to-date donor management and community engagement information documentation. Leads team members in the process of managing the Bloomerang CRM database and other fundraising technologies.
- Creates reports and utilizes data-driven decision-making strategies related to donor development and fundraising. Tracks key stakeholders/donor relationships, including new significant relationships, and provides reports and information to the CEO regarding major donors, grants, foundations, and corporations.
- Other duties as assigned.

Minimum Qualifications:

- Bachelor's degree required, with knowledge of donor development and Customer Relationship Management systems (Bloomerang or other fundraising technologies).
- Personal commitment to the mission, vision, and values of Crittenton and an articulate communicator who can inspire others to engage in the mission of the organization.
- Demonstrated experience in planning and implementing a comprehensive, integrated fundraising program, including success in cultivating and inviting major planned gifts.
- Strong organizational skills with the ability to prioritize multiple tasks and maintain timely follow-up habits.
- Highly motivated by measurable outcomes with strong relationship-building, sales-related, and marketing skill sets.

Additional Requirements:

- Certified Fund Raising Executive (CFRE) or CFRE in process, highly preferred.
- Must be available after standard business hours (including weekends) to promote the agency and be able to spend at least half of one's time away from an office to work with the primary constituency
- Must exhibit cultural humility, awareness, and sensitivity to all team members, stakeholders, clients, and clients' families.
- Proficient with Customer Relationship Management system (preferably Bloomerang), Microsoft Office Suite (Microsoft Word, PowerPoint, etc.).
- Focused and efficient in managing time, communication, resources, and technology
- Competent listener who asks the right questions to start important conversations with strong professional behavior and demeanor.
- Valid and unrestricted driver's license with current auto insurance.

Core Competencies:

Examples listed in each category are NOT an all-inclusive list of specific tasks, which may vary according to emergent needs.

1. Leadership and Systems Thinking Skills.

Leadership and Systems Thinking Skills focus on incorporating ethical standards into the organization; creating opportunities for collaboration internally within agency, among public health, and other organizations; mentoring personnel; adjusting practice to address changing



needs and environment; ensuring continuous quality improvement; and managing organizational change.

- Incorporates ethical standards of practice into all interactions with individuals, organizations, and communities.
- Ensures continuous improvement of individual, program, and organizational performance (e.g., mentoring, monitoring progress, adjusting programs to achieve better results).
- Ensures use of professional development opportunities throughout the organization.
- Ensures the management of organizational change (e.g., refocusing a program or an entire organization, minimizing disruption, maximizing effectiveness of change, engaging individuals affected by change)
- Facilitates assigned team through the problem-solving and creative-thinking processes leading to the development and implementation of new approaches, systems, structures, and methods.

2. Team Building and Managing Performance

Exhibits the ability to inspire employees' performance and building superior teams, by setting clear goals and expectation, tracking progress against the goals, ensuring feedback, and addressing performance problems and issues promptly:

- Develops high functioning teams that exhibit psychological safety and mutual accountability to team and organization performance.
- Ensures that assigned staff has clear goals and responsibilities.
- Supports employees in their efforts to achieve job goals (e.g., by providing resources, removing obstacles, acting as a buffer).
- Stays informed about employees' progress and performance through both formal and informal methods.
- Provides specific performance feedback, both positive and corrective, as soon as possible after an event.
- Deals appropriately and promptly with performance problems; lets people know what is expected of them and when.

3. Analytical/Assessment Skills.

Analytical/Assessment Skills focus on identifying and understanding data, turning data into information for action, assessing needs and assets to address needs, developing assessments, and using evidence for decision making.

- Approaches a situation or problem by defining the problem or issues; determining its significance; collecting data; using tools to disclose meaningful patterns; using logic and intuition to arrive at decisions.
- Uses information technology in accessing, collecting, analyzing, using, maintaining, and



disseminating data and information to support agency.

- Integrates findings from quantitative and qualitative data into organizational plans and operations (e.g., strategic plan, quality improvement plan, and professional development).

4. Policy Development/Program Planning Skills.

Policy Development/Program Planning Skills focus on determining needed policies and programs; advocating for policies and programs; planning, implementing, and evaluating policies and programs; developing and implementing strategies for continuous quality improvement; and developing and implementing continual improvement plans and strategic plans.

- Determines the feasibility (e.g., fiscal, social, political, legal, and geographic) and implications of policies, programs, and services.
- Ensures implementation of policies, programs, and services is consistent with laws and regulations.
- Ensures quality standards are met, stressing accountability and continuous improvement.
- Ensures the evaluation of policies, programs, and services (e.g., outputs, outcomes, processes, procedures, and return on investment).
- Develops organizational goals and objectives and integrates current and projected trends (e.g., health, fiscal, social, political, environmental) into organizational strategic planning.

5. Communication Skills.

Communication Skills focus on assessing and addressing client's needs; soliciting and using input from team members and outside agencies; communicating data and information; facilitating communications; and communicating the roles of your staff as members of a team, aligned with the agency's mission.

- Communicates Values, Mission, and Vision throughout the organization and especially with senior level staff.
- Communicates timely and consistently accurate, ensuring stakeholders receive precise information without delay.
- Conveys data and information to professionals and the public using a variety of approaches (e.g., reports, presentations, email, letters, testimony, press interviews).
- Evaluates strategies for communicating information to influence behavior.
- Facilitates communication among individuals, groups, and organizations.
- Listens empathetically and summarizes understanding of what questions or comments to verify understanding and prevent miscommunication.

6. Cultural Competency Skills.

Cultural Competency Skills focus on understanding and responding to diverse needs, assessing organizational cultural diversity and competence, assessing effects of policies and programs on different populations, and taking action to support a diverse workforce.

- Demonstrates sensitivity to and respect for ages, social role, culture, race, gender, gender



identity and expression, language, spirituality, sexual orientation, ethnicity, social class, economic status, immigration status, veteran status and disability.

- Promotes the importance of and emphasizes sensitivity to cultural competency throughout the agency service system.
- Demonstrates the importance of gathering information and showing sensitivity to the person receiving behavioral health services and the family, and their self-identified view of their culture and social world, utilizing strength-based solution-focused interventions.

7. Time Management and Organization.

Time Management and Organizational skills encompass the ability to take responsibility for one's performance by spending time appropriately distributed to ensure that both internal and external client needs are met. Organizes and prioritizes assignments to ensure that newly emerging, urgent issues are resolved, while not losing sight of longer-term goals.

- Understands what is required and establishes/implements an effective course of action (e.g., establishes appropriate deadlines and meets them).
- Reprioritizes work efforts based on changing situations and emerging issues (e.g., in response to organizational, systems, and/or market changes).
- Establishes and maintains systems, case files and documentation and submits in a timely manner.
- Shifts attention quickly to respond to the unexpected while, simultaneously, makes progress on planned activities.

Physical Requirements:

- Sitting 2 to 6 hours per day.
- Standing 1 to 4 hours per day.
- Occasionally bending, stooping, twisting, reaching, turning and squatting.
- Occasionally lifting from the floor to overhead, or floor to waist.
- Small motor and hand skills necessary to perform writing/computer tasks.
- Normal or corrected near and far vision, in addition to non-inhibiting color vision. May read up to 75% of the day.
- Normal or corrected hearing.

Work Environment:

Primarily in an office environment with limited noise levels and exposure to the elements.

Acknowledgement:

Employee Name (Print): _____



Signature: _____

Date: _____